

369 Fulham Road
London
SW10 9NH

29th May 2015

Our Ref: FOI 2015/215

Following your request for information of contact centre/call centre contracts and inbound network services contracts under the Freedom of Information Act 2000 which we received on 29th April 2015, we are providing you information as held by Chelsea and Westminster Hospital NHS Foundation Trust.

In your query, you requested the following information for which corresponding responses have been provided.

A. Contact Centre/Call Centre Contracts

1. Incumbent Supplier: **Netcall**
2. Annual Average Spend: the annual average over 3 years spend for each supplier
3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.
Re: 2 to 4 above, the requested information of the contract is commercially sensitive so the Trust applies an exemption under section 43(2) of the FOI Act. Section 43(2) of the FOI Act states that "Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person including the public authority holding it."
Therefore the Trust is unable to provide the information.
5. Contract Description: a brief description of the services provided of the overall contract.
Contact centre telephony services / call management
6. Contact Details: The person from within the organisation responsible for the contract.
Head of Procurement and Head of Outpatient Department
7. Number of Agents
There are 10 WTE (Whole Time Equivalent) however 4 spend time answering the telephones at any given time.
8. Number of Sites-**One**
9. Manufacturer of the contact centre-**Netcall**
10. Busy Periods: **It is consistent across the year**
11. Whether the Trust uses Microsoft Exchange 2003 as email server
No. We use Exchange 2007.
12. Number of email users
3000 live user mailboxes

B. Inbound Network Services Contracts

- a. 0800, 0845, 0870, 0844, 0300 number – **Not Applicable**
- b. Routing of calls-**Yes**
- c. Caller Identifier-**Yes**
- d. Caller Profile- linking caller details with caller records- **Not applicable**
- e. Interactive voice response (IVR)- **Yes**

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Re: 2 to 4 above, the requested information of the contract is commercially sensitive so the Trust applies an exemption under section 43(2) of the FOI Act. Section 43(2) of the FOI Act states that “Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person including the public authority holding it.” Therefore the Trust is unable to provide the information.
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Head of Procurement and Head of Outpatient Department

We trust the above information is satisfactory to you.

If you are not happy with the way in which your request has been dealt with or are dissatisfied with this response and wish to appeal, please write to Information Governance Manager at information.governance@chelwest.nhs.uk. Your complaint will be dealt with through our internal review process.

If you are still not satisfied following the Internal Review, you have a right to complain to the Information Commissioner’s Office. You can contact them at casework@ico.org.uk.

Re-use of Public Sector Information

All information supplied by the Trust in answering a request for information under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No.1515 which came into force on 1st July 2005.

Under the terms of the Regulations, the Trust will license the re-use of any or all information supplied if being used in a form and for a purpose other than which it was originally supplied. However, The Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Yours sincerely

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Information Governance Analyst