

FOI Request Response information

FOI request reference:	2015/089
Date request received:	29/04/2015
Date request responded to:	12/06/2015
Category:	Finance
Tags:	Call centre, contact centre, contracts, spend

Request Detail:

Call centre contract info

a freedom of information request relating to the organisations :

1. contact centre/call centre contracts
2. inbound network services contracts

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
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.
5. Contract Description: a brief description of the services provided of the overall contract.
6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.
7. Number of Agents; please provide me with the total number of contact centre agents;
8. Number of Sites; please can you provide me with the number of sites the contact centre covers.
9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g. JAN-MAR, APR, JUNE.

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?

12. Number of email users: Approximate number of email users across the organisations.

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
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.
5. Contract Description: a brief description of the services provided of the overall contract.
6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Response Detail:

The Trust response to your recent FOI request can only be answered in the following way:

1. The new Employee Assistance Programme contract is for 1 year with Health Assured Ltd - but has options to extend until 2019. The contract value is less than £10K. All of the other information requested such as numbers of agents, sites, busy periods is not anything that can be provided by the Trust, as the

Trust contracts an output based specification not an input based one so all of this is commercial information the supplier has, not the Trust.

2. Attached is a copy of the MH Helpline contract. You will need to contact Blackburn with Darwen CCG for contract values as they are the Commissioning body for the service.

Contact for any Trust contracts is via the Team mailbox:

Contracts@lancashirecare.nhs.uk

Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.