FOI 2300

Date 14/06/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

I wish to submit to the organisation a freedom of information request relating to the organisation’s ICT contracts, specifically around:

1. Contact centre contract(s) - In Luton part of the Atos estate contract
2. Inbound network services contract(s) - Gamma

The first part of my request relates to contact centre service contracts which could relate to one of the following:

* Advanced call distribution to control the flow of calls and maximise customer experience - Call queues
* Email, website live chat and integrations with popular social media apps like Facebook and Instagram - N\A
* Performance monitoring tools to track performance, customer satisfaction and other key sales metrics - Reporting server

This could be part of a whole package or separate service applications - Whole Package

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 - Atos for Contact Centre and Gamma for SIP Trunks
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier - Atos £83 for entire voice estate and Gamma £28958
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions - Atos 5 years. Gamma 3 years
4. Contract Expiry: For each supplier, please state the date of when the contract expires - Atos ends March 2028. Gamma ends April 2024
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed - 6 months before ends date for both contracts as there is a 90 days’ notice period on both contracts
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract - Atos fully managed service contract with break down fix within 6 hours on P1 & P2. Gamma provides support on the inbound network service for faults and calls issues.
7. Contact Details: For each supplier, please state 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. At the very least please provide me with their actual job title - UC Manager – contact details exempt under Section 40 (personal information) of the FOIA.
8. Number of Agents; please provide me with the total number of contact centre agents – 40 Agents
9. Number of Sites; please can you provide me with the number of sites the contact centre covers? LDH only
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? Atos/Unify
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? Yes, Microsoft Exchange
12. Number of email users: 8000 approximate number of email users across the organisation

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

* 0800, 0845, 0870, 0844, 0300 number - N/A
* Routing of calls - Atos Unify as per above
* Caller Identifier - N/A
* Caller Profile- linking caller details with caller records - N/A
* Interactive voice response (IVR) - Netcall Liberty server – Contacted via Atos

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

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. Contact Details: For each supplier, please state 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.

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust