



Resolution

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Telephone: 020 7811 2700

October 2023
FOI_6202

The following information was requested on 27 September 2023:

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

- i. **contact centre contract(s)**
- ii. **inbound network services contract (s)**

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

1. *Advanced call distribution to control the flow of calls and maximise customer experience*
2. *Email, website live chat and integrations with popular social media apps like Facebook and Instagram*
3. *Performance monitoring tools to track performance, customer satisfaction and other key sales metrics*

This could be part of a whole package or separate service applications.

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: For each supplier, please state the annual average (over 3 years) spend for each supplier*
3. *Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.*
4. *Contract Expiry: For each supplier, please state the date of when the contract expires.*
5. *Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
6. *Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
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.*
8. *Number of Agents; please provide me with the total number of contact centre agents;*
9. *Number of Sites; please can you provide me with the number of sites the contact centre covers.*
10. *Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
12. Number of email users: Approximate number of email users across the organisations.

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 a 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: 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

Our Response

Contact centre

NHS Resolution does not have a contact centre / call centre, therefore all of the related questions are non-applicable.

Use of inbound network services contracts:

1. 0800, 0845, 0870, 0844, 0300 number
Non-applicable. NHS Resolution does not have these numbers.

2. Routing of calls
Direct routing.

3. Caller Identifier
Our Direct Routing does show the telephone number calling.

4. Caller Profile
NHS Resolution does not use profiling. We do however have telephony reporting that will show call records.

5. Interactive voice response (IVR)
Integrated with MS Teams.

For a contract relating to the above please see below:

1. Incumbent Supplier
Gamma

2. Annual Average Spend
Approximately £50,000 per year

3. Contract Expiry
September 2025.

4. Contract Review
December 2024

5. Contract Description
Direct routing services provided for MS Teams

6. Contact Details
Sean Walker, Head of Technology & Operations, nhsr.generalenquiries@nhs.net, 0207 811 2700

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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