

1 June 2022

Information Rights & Compliance Team  
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Our Ref: FOI/04280

Thank you for your request concerning contact centre/call centre contracts.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

### **Contract 1 - contact centre/call centre contracts**

**Please send me the following information for each provider:**

**Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.

1. **Annual Average Spend:** the annual average (over 3 years) spends for each supplier
2. **Contract Expiry:** the date of when the contract expires.
3. **Contract Review:** the date of when the contract will be reviewed.
4. **Contract Description:** a brief description of the services provided of the overall contract.
5. **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.
6. **Number of Agents;** please provide me with the total number of contact centre agents.
7. **Number of Sites;** please can you provide me with the number of sites the contact centre covers.
8. **Manufacturer of the contact centre:** Who is the manufacturer of the contact centre system that you operate?
9. **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.
10. **Do you use Microsoft Exchange 2003 as your email server?** If not, then which product do
11. **Number of email users:** Approximate number of email users across the organisations.
12. **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:

13. **0800, 0845, 0870, 0844, 0300 number**
14. **Routing of calls**
15. **Caller Identifier**
16. **Caller Profile- linking caller details with caller records**
17. **Interactive voice response (IVR)**

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

18. **Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.
19. **Annual Average Spend:** the annual average (over 3 years) spends for each supplier
20. **Contract Expiry:** the date of when the contract expires.
21. **Contract Review:** the date of when the contract will be reviewed.

22. **Contract Description: a brief description of the services provided of the overall contract.**
23. **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.**

After consideration we have applied S43 (2) of the Freedom of Information Act to your request because negotiations around this contract are due to commence in the very near future<sup>1</sup>.

Information is exempt if disclosure would, or would be likely to prejudice the commercial interests of any person, including the public authority holding the information. This is a qualified exemption and therefore subject to the public interest test.

**We have considered the reasons for and against disclosure below:**

**Reasons in favour of disclosure:**

- The Trust aims to be open and transparent
- The public have right to know how public money is being spent

**Reasons against disclosure:**

This activity is conducted in a commercial environment and disclosing this level of information could inhibit future procurement exercises and our ability to ensure value for money.

The Trust is obliged to protect its position as a purchaser in a competitive commercial environment and this information being in the public domain at this time could prejudice our bargaining position.

We feel that there is a greater public interest in non-disclosure due to the importance of ensuring a level commercial playing field and achieving best value in negotiations for public sector contracts.

Our Single Point of Access Manager is responsible for this contract. All our management contact details can be obtained through [Binley's Database of NHS Management](#)<sup>2</sup>.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**

**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).



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<sup>1</sup> Section 43 – Information that constitutes a trade secret or may prejudice commercial interests.

<sup>2</sup> Section 21 – Information is available through other means