

6 December 2022

Information Rights & Compliance Team
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Our Ref: FOI/04506

Thank you for your request concerning Call Centre Contracts (SPA).

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

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)**
2. **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.**

Your request has been considered and found to be vexatious¹. Persistent requests from you requesting information regarding our Call Centre Contract causes a disproportionate and/or unjustified level of disruption, irritation or distress.

We responded to your initial request on 1st June 2022 informing you that negotiations around our Call Centre contract were due to commence shortly and applied S43(2) – Information that constitutes a trade secret or may prejudice commercial interest. ([FOI 4280](#))

We then responded to your request for an internal review on 11 November 2022 upholding the original section 43(2) exemption.

Section 14(1) of the FOI Act allows a public authority to refuse to comply with a request for information if the request is vexatious.

Under Section 16 – Duty to provide advice and assistance, can we suggest you re-submit this request in 6 to 8 months' time by which we should have secured a new provider.

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

¹ Section 14(1) does not oblige a public authority to comply with a request for information if the request is vexatious.

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](#).

