

Our Ref: LW/Imw/FOI.141.23
Date: 12th May 2023

Laurie Wrench
Deputy Director of Governance
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Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 2nd May 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

As per my records, Biffa contract has expired. I would like to know whether this contract is still valid or replaced by any other supplier.

If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates.

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

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. **Outsourced contract with Staffordshire & Shropshire Health Informatics Service**
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier. **Part of a larger contract for provision of IT infrastructure and services, no specific breakdown available.**

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. **Annual rolling**
4. Contract Expiry: For each supplier, please state the date of when the contract expires. **Rolling contract with 12 months' notice.**
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed. **Reviewed annually.**
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. **A full range of IT related services including Service Desk, end points and infrastructure.**
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. **Deputy Chief Information Officer (CIO)**
8. Number of Agents; please provide me with the total number of contact centre agents; **5**
9. Number of Sites; please can you provide me with the number of sites the contact centre covers. **1**
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? **Cisco UCCX**
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? **No, Exchange online.**
12. Number of email users: Approximate number of email users across the organisations. **2600**

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. **Outsourced contract with Staffordshire & Shropshire Health Informatics Service**
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier. **Part of a larger contract for provision of IT infrastructure and services, no specific breakdown available.**
3. Contract Expiry: For each supplier, please state the date of when the contract expires. **Rolling contract with 12 months' notice.**
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed. **Annually**
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. **A full range of IT related services including Service Desk, end points and infrastructure.**



Chairman: David Rogers
 Chief Executive: Dr Buki Adeyemo
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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. **Deputy Chief Information Officer (CIO)**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Peter Axon, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



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