

Freedom of Information request 605-22

Request

Contract 1 - contact centre/call centre contracts

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

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:

- 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 contract relating to the above please can you provide me with?

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I'D BE VERY GRATEFUL IF YOU PROVIDE THE INFORMATION IN EXCEL FORMAT.

Response

Please find attached response from NHS Borders:



FOI 605-22 Response
Data.xlsx

Please note NHS Scotland telephony services are addressed at a national level, therefore, under Section 25 of the Freedom of Information (Scotland) Act 2002 this data is accessible elsewhere. For your information, for details of the contract and tender process please find below a link to NHS Scotland Procurement:
<https://www.nhsscotlandprocurement.scot.nhs.uk/information-for-suppliers/tenders-opportunities.aspx>

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **605-22** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.