

Reference:	FOI.13580.24
Subject:	Contact centre and network contracts
Date of Request:	16 January 2024

Requested:

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

- contact centre contract(s)
- 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:

- Advanced call distribution to control the flow of calls and maximise customer experience
- Email, website live chat and integrations with popular social media apps like Facebook and Instagram
- 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:

- 0800, 0845, 0870, 0844, 0300 number
- Routing of calls
- Caller Identifier
- Caller Profile- linking caller details with caller records
- Interactive voice response (IVR)

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

13. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
14. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
15. Contract Expiry: For each supplier, please state the date of when the contract expires.
16. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
17. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
18. 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.

Response:

1. Hywel Dda University Health Board (UHB) confirms that its contact centre supplier is Netcall.
2. The UHB confirms that the average annual spend for its contact centre supplier, over a three (3) year period, is £52,205.00.
3. The UHB confirms that the current contract was awarded for three (3) years.
4. The UHB confirms that the contract expiry date is 23 March 2025.
5. The UHB confirms that it does not have a contract review date.

6. The contract includes service assists with managing and optimising patient interactions via telephone, call routing to relevant agents and providing dashboards to view call statistics, including calls waiting, average wait time and available agents.
7. The UHB confirms that the person responsible for the contact centre contract is Gavin Jones, Head of Digital Operations, who can be contacted by email: gavin.jones2@wales.nhs.uk
8. The UHB confirms that it currently has sixty (60) contact centre members of staff.
9. The UHB confirms that its contact centre covers four (4) sites.
10. The UHB confirms that the manufacturer is Netcall.
11. The UHB confirms that it does not use Microsoft Exchange 2003; it uses Azure/Microsoft Office 365 exchange.
12. The UHB confirms that it has approximately fourteen thousand and sixty-four (14,064) email users.
13. The UHB confirms that its network services supplier is Maintel.
14. The UHB confirms that the average annual spend for its network services supplier, over a three (3) year period, is £68,356.00.
15. The UHB confirms that the contract expiry date is 30 September 2024.
16. The UHB confirms that it does not have a contract review date.
17. The contract includes Enterprise wide Voice Over Internet Protocol (VOIP) solution.
18. Please see response to question 7.