



FOI REF: 24/839

13th December 2024

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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:

- 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.**

[East Sussex Healthcare NHS Trust's contact centre is supported by NTT United Kingdom Ltd. We don't have any additional suppliers.](#)

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

Notice of Refusal

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that sharing commercials could disadvantage the incumbent supplier against their competitors. The information could provide competitors with the suppliers pricing, which could result in these suppliers obtaining a competitive advantage which could result in the Trust not obtaining best value for money.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

7 Years.

4. Contract Expiry: For each supplier, please state the date of when the contract expires.

1st February 2025.

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

January 2025.

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

NTT provide the design and support the implementation of the contact centre system. NTT also provide monitoring and remote support services.

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.**

John Avann

Digital IT Manager

We are unable to provide the email addresses of Trust Staff as we consider this information to be exempt from release in accordance with section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

The contact numbers for the main hospital are accessible on the Trust website <http://www.esht.nhs.uk>.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

8. **Number of Agents; please provide me with the total number of contact centre agents;**

Switchboard Operators - 19.

Appointment Agents - The Trust does not have designated Appointment Agents to take calls, as our Booking Teams have rotas for taking calls.

9. **Number of Sites; please can you provide me with the number of sites the contact centre covers.**

2 sites house the employees.

10. **Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**

Alcatel Lucent.

11. **Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**

NHS Mail used.

12. Number of email users: Approximate number of email users across the organisations.

All full-time equivalent staff.

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?

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

SIP provider is Gamma with billing provided by Opus Telecoms.

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

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In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that sharing commercials could disadvantage the incumbent supplier against their competitors. The information could provide competitors with the suppliers pricing, which could result in these suppliers obtaining a competitive advantage which could result in the Trust not obtaining best value for money.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information

3. Contract Expiry: For each supplier, please state the date of when the contract expires.

31st August 2025.

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

February 2025

Cont.../

5. **Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Gama provide SIP service delivery via an OPUS provided leased line.

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.**

John Avann
Digital IT Manager
Section 44 applied, please refer to question 7.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net