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Internal Ref: 250732
Email

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the information below.

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.**

Formal Response

The Trust confirms it holds part of the information you have requested.

- 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**

The Trust uses Microsoft Office 365, has an internet site and uses other standard social media platforms.

- 3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

None

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.**

Fournet Technologies Ltd

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

c£293K +VAT per annum.



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

3 years with optional +1+1

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

September 2026

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

March 2026

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

Supply and management of service.

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.

We are not disclosing this information under the FOI Act Section 23(1) and 24(1) as this would contravene the security principles.

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

1800 logins

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

2

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

Avaya

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



MS Office 365

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

c4500 emails users

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.

BT Business and Public Sector (Call Routing, NGNs and EISEC Call Linking)
Fournet Technologies Ltd (Routing of Calls/NGNs/Gamma)
Cleric Computer Services Ltd (Caller Identifier/Linking)

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

BT Inbound – withholding information due to competitive tender in progress.
Fournet – no figures available, embedded into main contract costs.

Cleric - no figures available, embedded into main contract costs.

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

BT expired

Fournet - September 2026

Cleric – September 2026

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

BT - competitive tender in progress

Fournet – March 2025

Cleric – March 2025

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



BT – provision, support and maintenance of services.

Fournet – provision and managed service.

Cleric – provision and part managed service.

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.

We are not disclosing this information under the FOI Act Section 23(1) and 24(1) as this would contravene the security principles.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address:

FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon