

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

17 May 2023

Our reference: FOI DA4471

I am responding to your request for information received 24 November 2022 which you clarified on 16 December 2022. I am sincerely sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request: 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:

- 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:

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

Answer: CTalk and Babble.

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

Answer: Please see table below:

Supplier	Average Over 3 Years
Babble Cloud LTD	£45,397
CTALK LTD	£246,579

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

Answer: CTalk – 36 moths + 12 months. Babble – 36 month.

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

Answer: CTalk – 1 September 2024.
Babble – this is a rolling contract.

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

Answer: Each year.

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

Answer: CTalk - Agent Licences with call recording Supervisor Licences Administrator Licence Call recording storage, peragent -single raided server.

Babble:
Admin Licence



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Akixi 1000 Supervisor Licence
Akixi 2000/1000 User Licence
Dubber Record User Licence
Call Recording (12 months)
Directed Call Pickup with Barge-in
Jabra Headset
NTS Number - Rental
Office Licence
Platform Licence Pack
Polycom VVX 350 HD IP Phone
UC Licence

Question 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.

Answer: Dr Mohit Venkataram, Executive Director of Commercial Development.

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

Answer: Nine.

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

Answer: Approximately 60 sites.

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

Answer: CTalk.

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

Answer: No, the Trust uses Office365 Apps for Enterprise or Office 2016.

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

Answer: 12,000.

Clarification: 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?

Question 13. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

Answer: Mainstream, Virgin Media.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Question 14. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

Answer: Please see table below:

Supplier	Average Over 3 Years
Mainstream Digital LTD	£260,209
Virgin Media Business LTD	£892,006

Question 15. Contract Expiry: For each supplier, please state the date of when the contract expires.

Answer: 30/03/2023.

Question 16. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

Answer: It is currently being reviewed.

Question 17. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

Answer: Lot 1: Data Access Services
Lot 2: Local Connectivity Services (LAN)
Lot 5: IP Telephony Services

Question 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.

Answer: Dr Mohit Venkataram, Executive Director of Commercial Development.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor