

**Information Governance**

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**Our reference: FOI DA4471a**

I am responding to your request for information received 09 June 2023. 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,

Information Rights Coordinator

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](http://www.ico.org.uk)

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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:**

**Question 1: Can you please confirm when the latest contract information will be ready for Mainstream**

Answer: The contract has been renewed; the new end date is 31 March 2024.

**Question 2: and Virgin media.**

Answer: The contract has been renewed; the new end date is 31 July 2024.



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**Original 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



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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.



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**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.



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