



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 23 March 2022

Re: Freedom of Information Request
Ref: 61-2022

Thank you for your email dated the 26/2/2022, requesting information in relation to call centre/contact centre contracts.

The information that you require is as follows:

Contract 1 - contact centre/call centre contracts

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. - **CDW Ltd.**
2. **Annual Average Spend:** the annual average (over 3 years) spends for each supplier - **£39,004.66**
3. **Contract Expiry:** the date of when the contract expires. – **28th February 2025**
4. **Contract Review:** the date of when the contract will be reviewed. – **3 to 6 months prior to contract expiry**
5. **Contract Description:** a brief description of the services provided of the overall contract. – **Licensing, Support and Maintenance**
6. **Contact Details:** 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. – **James Crowther, Head of IT Operations, jamescrowther@nhs.net, 0151 556 5000**
7. **Number of Agents;** please provide me with the total number of contact centre agents. - **14**
8. **Number of Sites;** please can you provide me with the number of sites the contact centre covers. - **2**
9. **Manufacturer of the contact centre:** Who is the manufacturer of the contact centre system that you operate? **Cisco**
10. **Busy Periods:** Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.
Main Service Desk – March, Feb, June, Jan

Triage Service Day – Dec, Jan, Feb, March

Triage Service Night – Dec, Jan, Feb, March

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use? – No, we use NHSMail

12. Number of email users: Approximate number of email users across the organisations. - 1800

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

Margaret Moore
Information Governance Administrator
Contact Email: ccf-tr.foi@nhs.net