

Compliance Team – Health Records

Kestrel House
 Hellesdon Hospital
 Drayton High Road
 Norwich
 Norfolk
 NR6 5BE

Tel: 01603 421687
 Fax: 01603 421411

FOI REQUEST NUMBER 124-2015

Request and Response	
PART 1- Contact Centre Contact(s)	Contract 1
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	Cisilion
Annual Average Spend: the annual average (over 3 years) spend for each supplier	43,200
Contract Expiry: the date of when the contract expires.	31/03/2016
Contract Review: the date of when the contract will be reviewed.	01/12/2015
Contract Description: a brief description of the services provided of the overall contract.	Annual maintenance and support
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.	Tom Bevan, Infrastructure and Systems Manager, t.bevan@nsft.nhs.uk
Number of Agents; please provide me with the total number of contact centre agents;	61 agents, 38 peak concurrent use this month
Number of Sites; please can you provide me with the number of sites the contact centre covers.	4
Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?	Cisco
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.	Relatively consistent demand across the year
Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?	Microsoft Exchange 2010
Number of email users: Approximate number of email users across the organisations.	4,000
PART 2- Inbound Network Services	
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	BT
Annual Average Spend: the annual average (over 3 years) spend for each supplier	Unable to split inbound rentals total including call costs without considerable work. Total annual cost inbound and outbound 1,156,982 net
Contract Expiry: the date of when the contract	Numerous ISDN and IP network lines, all with

expires.	differing expiry dates
Contract Review: the date of when the contract will be reviewed.	Numerous depending on service
Contract Description: a brief description of the services provided of the overall contract.	ISDN Services, Managed IP Network, Internet Access
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.	Tom Bevan, Infrastructure and Systems Manager, t.bevan@nsft.nhs.uk