

Freedom of Information Request	FOI 22-122	14 th March 2022
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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 – Insight direct
- 2. Annual Average Spend:** the annual average (over 3 years) spends for each supplier:- <500k
- 3. Contract Expiry:** the date of when the contract expires. 31st March 2022
- 4. Contract Review:** the date of when the contract will be reviewed. – Currently evaluating tenders
- 5. Contract Description:** a brief description of the services provided of the overall contract.
Maintenance support on all Avaya, Nortel systems
- 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.
Nicola Prygodzicz, Director of Planning, Digital and IT
Email: nicola.prygodzicz@wales.nhs.uk
Telephone: 01633 435975
- 7. Number of Agents;** please provide me with the total number of contact centre agents. 185 agents
- 8. Number of Sites;** please can you provide me with the number of sites the contact centre covers. All main Health Board sites
- 9. Manufacturer of the contact centre:** Who is the manufacturer of the contact centre system that you operate? Avaya Aura
- 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. December and January
- 11. Do you use Microsoft Exchange 2003 as your email server?** If not, then which product do you use? 0365
- 12. Number of email users:** Approximate number of email users across the organisations. Approximately 14k

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

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 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.** Gamma
- 2. Annual Average Spend: the annual average (over 3 years) spends for each supplier** £ 359,781.66
- 3. Contract Expiry: the date of when the contract expires.** November 2022
- 4. Contract Review: the date of when the contract will be reviewed.** May 2022
- 5. Contract Description: a brief description of the services provided of the overall contract.** Fixed Lines, SIP & Calls
- 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.**
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