

16 November 2023

Our Ref: FOI 188

Request

We received your request on 20 October 2023 for the following information which has been handled under the Freedom of Information Act 2000 (FOIA).

Hi Data Protection/FOI Officer,

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:

- 1. Advanced call distribution to control the flow of calls and maximise customer experience*
- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram*
- 3. 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:

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

British Telecom

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

£330k

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

Initial contract period ended on 30th Sep 2023, a 2 year extension option was exercised with a right to extend a further 3 years beyond to Sept 2028

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

As Above

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

March 2025

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

All Telephony services (excluding mobile data and voice services)

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.*

Karl Rainey, IT Contract Manager, karl2.rainey@nihe.gov.uk, 07921122333

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

Up to 201

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

6 sites

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

Avaya

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

Currently in progress of migrating to Exchange online

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

Circa 3200

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 a 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.*

British Telecom

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

£30k

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

As per above

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

As per above

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

Provision of Fixed line services including inbound services

6. *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.*

Karl Rainey, IT Contract Manager, karl2.rainey@nihe.gov.uk, 07921122333

This concludes our response.