



Response to Request for Information

Reference FOI 041575
Date 19 May 2015

Contact Centre/Call Centre/Inbound Network Services Contracts

Request:

I wish to submit to the organisation a freedom of information request relating to the organisations :

1. contact centre/call centre contracts
2. inbound network services 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.
2. Annual Average Spend: the annual average (over 3 years) spend for each supplier
3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.

[NOT PROTECTIVELY MARKED]

5. Contract Description: a brief description of the services provided of the overall contract.
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.
7. Number of Agents; please provide me with the total number of contact centre agents;
8. Number of Sites; please can you provide me with the number of sites the contact centre covers.
9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
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.
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
12. Number of email users: Approximate number of email users across the organisations.

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.
2. Annual Average Spend: the annual average (over 3 years) spend for each supplier
3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.
5. Contract Description: a brief description of the services provided of the overall contract.
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.

[In answer to your above questions please see below our responses:](#)

PART 1- Contact Centre Contact(s)

[Incumbent Supplier: For each of the contract\(s\) please can you provide me with the supplier of the contract.](#)

[Annual Average Spend: the annual average \(over 3 years\) spend for each supplier](#)

Contract 1	Contract 2	Contract 3	Contract 4	Contract 5

Mitel Contact Centre Enterprise, supplied by Mitel FOC, as included in the Maintenance Contract

[NOT PROTECTIVELY MARKED]

Contract Expiry: the date of when the contract expires.

Maintenance contract Expiry March 2016

Contract Review: the date of when the contract will be reviewed.

Jan-16

Contract Description: a brief description of the services provided of the overall contract.

Maintenance of Mitel
Contact Centre
Enterprise product

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.

Jai Ghai, Applications Manager.

01902 552072 [Jai Ghai](mailto:jai.ghai@wolverhampton.gov.uk)
(jai.ghai@wolverhampton.gov.uk)

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

360

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?

Mitel

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.

March, April, May
No – Office 365/
Exchange 2010

Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?

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

4500

PART 2- Inbound Network Services

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

Virginmedia

Annual Average Spend: the annual average (over 3 years) spend for each supplier

300k

Contract Expiry: the date of when the contract expires.

Rolling Contract

Contract Review: the date of when the contract will be reviewed.

August 2015 likely to be re-procured under Framework

Contract Description: a brief description of the services provided of the overall contract.

Data and Telephony
Services

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.

Jai Ghai, Applications Manager.

01902 552072 [Jai Ghai](mailto:jai.ghai@wolverhampton.gov.uk)
(jai.ghai@wolverhampton.gov.uk)