

Date: 28/03/2022

Our Reference: FOIA-2022-026

RE: Your request for information under the Freedom of Information Act 2000

I write in response to your Freedom of Information request, dated 26/02/2022, which you requested:

“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.*
2. *Annual Average Spend: the annual average (over 3 years) spends 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.*
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) spends 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."*

Decision

When a request for information is made under FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant.

In line with section 1(1) of the FoIA, I can confirm the College does hold **some** of the information you require. Please find the attached disclosure and answers below:

“Contract 1 - contact centre/call centre contracts

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

To simplify the response, I will detail the contracts on the second question as this is duplicated.

2. *Annual Average Spend: the annual average (over 3 years) spends for each supplier*

To simplify the response, I will detail the contracts on the second question as this is duplicated.

3. *Contract Expiry: the date of when the contract expires.*

To simplify the response, I will detail the contracts on the second question as this is duplicated.

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

The College is not looking to review and the contract will reach it's natural end. It will then be put to tender on one of the Crown Commercial frameworks. Further information can be found using the following link. (<https://www.crowncommercial.gov.uk/>)

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

The current contract covers IP Phone handsets (office phones), Reception Concierge x 2 which is a simplified contact centre routing, Contact Centre. This is all in part of the OpenScape Voice Platform which we have installed on 2 nodes. We have a small number of IP spider phones that are also able to connect as handsets.

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.*

The contract is held by the Procurement team, and they have responsibility, however, they are not responsible for its day to day running. This is the responsibility of the IT infrastructure Manager, Mark Leng.

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

Eleven.

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

Four College of Policing sites and external.

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

ATOS – OpenScape Voice with Contact Centre

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.*

The contact centre is consistently busy throughout the year.

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

College has migrated almost all its staff to Microsoft365 but is running hybrid platforms with Exchange 2016 and some 2013 servers which are due to be retired once the remaining mailboxes are migrated.

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

900 mail enabled users

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*

All numbers are provided by a contract with Gamma Telecoms.

2. *Routing of calls*

Gamma Route all calls on to the ATOS Openscape Platform SBC and from this calls are routed to the destination handset.

3. *Caller Identifier*

Not used.

4. *Caller Profile- linking caller details with caller records*

We don't link caller details with caller records from a phone system.

5. *Interactive voice response (IVR)*

ATOS OpenScape Platform has IVR within it and its configured on the OpenScape Contact Centre

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) spends 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.*

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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."*

We have 2 contracts that cover the Phone system. BT were awarded the original contract and they deliver the service in partnership with the ATOS so the phone system we own onsite, is the ATOS formerly UNIFY system and it consists of OpenScape Voice Platform (OSV) this includes 2 nodes on 2

sites with resilience, OpenScape Contact Centre, OpenScape Concierge, OpenScape Expressions Voicemail and OpenScape Session Boarder Controllers SBC's.

Contract Expiry – Expired

Contract Review – TBC as stated this may change.

Contract Spend – it was approximately £140,870 which included support and maintenance on Openscape.

Gamma who provide us with 2 SIP trunks that connect to the 2 OSV's Gamma provides the Number ranges and the Lines and call minutes.

Contract Expiry – 18/12/22

Contract Review – TBC as stated this may change.

Contract Spend – £1102.00 per month (includes Fibre SP Trunk / Channel Rental / Calls)

Yours sincerely,

James Rose, Legal Advisor
Business Administration, Enabling Services
College of Policing
Email: FOI@college.police.uk
Website: www.college.police.uk

Appendix A

Your right of review

Under the Freedom of Information Act 2000 you have a right to request an internal review if you are dissatisfied with our handling of your request. Review requests should be made in writing (by email or post) within 40 working days from the date of our original response. We will aim to respond to your review request within 20 working days.

The Information Commissioner's Office (ICO)

If, after lodging a review request you are still dissatisfied, you may raise the matter with the ICO. For further information you can visit their website at <https://ico.org.uk/for-the-public/official-information/>. Alternatively, you can contact them by phone or write to them at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113