

Our Reference: 2574

FOI Request dated 26/02/2022 as follows –

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.*

Response

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.

BT

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

We don't have a split of contact centre from ordinary telephony for the BT contract.

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

BT contract expires Nov 2025.

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

May 2025.

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

Inbound and outbound telephony

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.

Director of ICT, Graeme Murphy, 01482 465940, g.n.murphy@hull.ac.uk

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

Range from 100 -300

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

1

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

Avaya and BT NGCC

9. **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.

August

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

No. Microsoft O365.

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

20,000

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

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.

BT

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

No information held

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

Nov 2025

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

May 2025

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

Inbound and outbound telephony using Avaya CM including Avaya Elite call centre.

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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