



FREEDOM OF INFORMATION REQUEST

FOI Reference number: FOI 22/2015

Date: 22 May 2015

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.
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.

I'D BE VERY GRATEFUL IF YOU WOULD INPUT THE INFORMATION INTO THE SPREADSHEET ATTACHED.

Answer:

The Northern Ireland Policing Board (NIPB) does not run a contact centre however see attached spreadsheet for details relating to incoming voice and internet contracts (including disaster recovery). In addition, NIPB does not use IVR, or 0800, 0845, 0870, 0844, 0300 numbers.

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should write to the Board's Chief Executive at the following address:

Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast BT1 3BG

Email: foi@nipolicingboard.org.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at:-

The Information Commissioner's Office – Northern Ireland
3rd Floor
12 Cromac Place
Gasworks
Ormeau Road
Belfast
BT7 2JB.

Telephone: - 0303 1231114
Email: - ni@ico.org.uk

Please be advised that all Policing Board replies under Freedom of Information will be released into the public domain via our website @ www.nipolicingboard.org.uk.

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

PART 1- Contact Centre Contact(s)

	Contract 1	Contract 2
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	IT Assist	BT
Annual Average Spend: the annual average (over 3 years) spend for each supplier	£11,500	£4,472
Contract Expiry: the date of when the contract expires.	01/12/2016	31/03/2016
Contract Review: the date of when the contract will be reviewed.	01/03/2016	01/10/2015
Contract Description: a brief description of the services provided of the overall contract.	VoIP via 10 Mb/s circuit	Disaster Recovery
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 person responsible for ICT in the Northern Ireland Policing Board is the Board Support Manager, telephone 028 9040 8500, email information@nipolicingboard.org.uk	The person responsible for ICT in the Northern Ireland Policing Board is the Board Support Manager, telephone 028 9040 8500, email information@nipolicingboard.org.uk
Number of Agents; please provide me with the total number of contact centre agents;	Up to 100 lines	Disaster Recovery
Number of Sites; please can you provide me with the number of sites the contact centre covers.	1	1
Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?	CISCO	CISCO
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.	Not applicable - NIPB does not record its volume of voice traffic. The site is only open Monday-Friday 8.00am to 6.00pm	Not applicable - NIPB does not record its volume of voice traffic. The site is only open Monday-Friday 8.00am to 6.00pm
Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?	Yes	Not applicable
Number of email users: Approximate number of email users across the organisations.	Up to 100 email addresses	Not applicable

PART 2- Inbound Network Services

	Contract 1	Contract 2
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	Account NI	BT
Annual Average Spend: the annual average (over 3 years) spend for each supplier	£13,600	£1,260
Contract Expiry: the date of when the contract expires.	Ongoing via NI Civil Service	30/09/2016
Contract Review: the date of when the contract will be reviewed.	Ongoing via NI Civil Service	31/03/2016
Contract Description: a brief description of the services provided of the overall contract.	Desktop Internet Access up to 100 machines	Provision of wi-fi within the Building
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 person responsible for ICT in the Northern Ireland Policing Board is the Board Support Manager, telephone 028 9040 8500, email information@nipolicingboard.org.uk	The person responsible for ICT in the Northern Ireland Policing Board is the Board Support Manager, telephone 028 9040 8500, email information@nipolicingboard.org.uk