
Re: Request for Information - Contact Centre

1 message

Boundary Commission England Information Mailbox
<information@boundarycommissionengland.gov.uk>14 March 2022 at
16:58

To: [REDACTED]

Dear [REDACTED]

BCE FOI/2022/03

Thank you for your email request for information to the Boundary Commission for England (BCE) on 8th March 2022, which has been considered under the terms of the Freedom of Information Act (FOIA) 2000. In your request for information you asked:

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.*

The Boundary Commission for England (BCE) is an independent arm's length body and as such we do not hold the information you have requested. Until December 2021 its corporate services were provided to it by the Cabinet Office, this is now provided by the Department of Levelling Up Housing and Communities.

Might I therefore suggest that you contact the Cabinet Office Freedom of Information Team. Their email address is: foi-team@cabinetoffice.gov.uk. If you have any further queries regarding this response, please contact the Commission, quoting the reference number above.

Under the provisions of the FOI Act if you are dissatisfied with the response provided you may wish to ask for an internal review. If this situation arises you should write to:

The Secretary to the Boundary Commission for England
35 Great Smith Street
Westminster
London
SW1P 3BQ
Email: information@boundarycommissionengland.gov.uk

If it transpires you are not content with our response or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the BCE. The Information Commissioner can be contacted at:

The Office of the Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Kind regards,



Boundary Commission for England

35 Great Smith Street | London | SW1P 3BQ

t: 020 7276 1102

e: information@boundarycommissionengland.gov.uk

w: www.bcereviews.org.uk



On Tue, 8 Mar 2022 at 06:06,  wrote:

Hello

I would like to submit a new FOI request.

All or some of the information provided previously has expired, I require an update on the questions below.
See my request below:

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.

I'D BE VERY GRATEFUL IF YOU PROVIDE THE INFORMATION IN EXCEL FORMAT.

Regards

