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## INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

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Information released title	Contracts relating to contact centres/call centres and inbound network services
Original request	<p>I wish to submit to the organisation a freedom of information request relating to the organisations :</p> <ol style="list-style-type: none"> <li>1. contact centre/call centre contracts</li> <li>2. inbound network services contracts</li> </ol> <p>Please send me the following information for each provider:</p> <ol style="list-style-type: none"> <li>1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.</li> <li>2. Annual Average Spend: the annual average (over 3 years) spend for each supplier</li> <li>3. Contract Expiry: the date of when the contract expires.</li> <li>4. Contract Review: the date of when the contract will be reviewed.</li> <li>5. Contract Description: a brief description of the services provided of the overall contract.</li> <li>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.</li> <li>7. Number of Agents; please provide me with the total number of contact centre agents;</li> <li>8. Number of Sites; please can you provide me with the number of sites the contact centre covers.</li> </ol>

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

	<p>3. Contract Expiry: the date of when the contract expires.</p> <p>4. Contract Review: the date of when the contract will be reviewed.</p> <p>5. Contract Description: a brief description of the services provided of the overall contract.</p> <p>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.</p>
Date of release	14.05/2015
Requester type	Individual

**Information released:**

The UK Commission for Employment and Skills does not currently hold any contracts relating either to contact centres/call centres or to inbound network services.