

Ref. No: 1364  
Date: 21/11/24  
Subject: Contact Centre

## REQUEST & RESPONSE

**I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:**

- 1. contact centre contract(s)**
- 2. inbound network services contract (s)**

**The first part of my request relates to contact centre service contracts which could relate to one of the following:**

- 1. Advanced call distribution to control the flow of calls and maximise customer experience**
- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram**
- 3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

**This could be part of a whole package or separate service applications.**

**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.**

Whiston & St Helens, In house CISCO system supported by ITGL  
Southport and Ormskirk, In house Mitel supported by Maintel

- 3. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

ITGL – 150k  
Maintel – 77k

- 4. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**

ITGL – 5 years  
Maintel – 1 year

- 5. Contract Expiry: For each supplier, please state the date of when the contract expires.**

ITGL – 21/03/2029  
Maintel – 31/3/2025

- 6. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

ITGL – 2028  
Maintel – currently under review

- 7. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

ITGL - Software and hardware support  
Maintel - Software and hardware support

- 8. Contact Details: For each supplier, please state 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. At the very least please provide me with their actual job title.**

Richard Priest Network Manager

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

Whiston & St Helens - 300  
Southport and Ormskirk - 50

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

Whiston & St Helens - 50  
Southport and Ormskirk - 2

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

Whiston & St Helens - CISCO  
Southport and Ormskirk - Mitel

**12. Do you use Microsoft Exchange 2003 as your email server? if not, then which products do you use?**

O365

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

10,000

**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 a 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.**

Whiston & St Helens - Virgin Media Business

Southport and Ormskirk - Vodafone

- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

Whiston & St Helens - 100k

Southport and Ormskirk – 45k

**3. Contract Expiry: For each supplier, please state the date of when the contract expires.**

Whiston & St Helens - March 2025

Southport and Ormskirk – 13/06/2025

**4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

Whiston & St Helens - Currently under review

Southport and Ormskirk – Currently under review

**5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Whiston & St Helens - Supply of resilient SIP circuits and software support of CUBE routers

Southport and Ormskirk - Supply of resilient SIP circuits

**6. Contact Details: For each supplier, please state 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.**

Richard Priest Network Manager