



Our Reference:

BY EMAIL ONLY

21 May 2015

Dear

**Request for Information**

Thank you for your email dated 30 April 2015 requesting information on Contact Centre / Inbound Network Services for the Homes and Communities Agency (HCA). The wording of your request is copied below:

***"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."*

You provided a spreadsheet detailing your request and we have populated this spreadsheet with the HCA's answers to the above questions. The completed spreadsheet is attached to this letter. Please note however that the HCA is not a Contact Centre, and so not all the questions are applicable to the HCA. Where this is the case, we have put "N/A" in the response field.

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

**Email:** [mail@homesandcommunities.co.uk](mailto:mail@homesandcommunities.co.uk)

**Mail:** Information Access Officer  
Homes and Communities Agency  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services  
Homes and Communities Agency  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Homes and Communities Agency  
Fry Building, 2 Marsham Street, London, SW1P 4DF

0300 1234 500  
homesandcommunities.co.uk

Yours sincerely

Naomi McMaster  
Information Access Officer  
Homes and Communities Agency