



Foreign & Commonwealth Office

FCO Services
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

Website: <https://www.gov.uk>

29 May 2015

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: FOI 0418-15

Thank you for your email of 30th April 2015 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

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

I am writing to confirm that we have now completed a review of the information which you requested.

I can confirm that FCO Services has information relevant to your enquiry, however, under section 21 of the FOIA, FCO Services is not obliged to provide information to a requester if the information you seek is already reasonably available or accessible to you.

The most up-to-date information to your question can be obtained from the website at: - <https://www.gov.uk/government/collections/customer-service-lines-reports>

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on [gov.uk](https://www.gov.uk) in the [FOI releases](#) section. All personal information in the letter will be removed before publishing.

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Yours sincerely,

Information Legislation Department

