



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

Information Compliance Team
Headquarters
Leigh Road
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Hampshire
SO50 9SJ

Sent by email to:

[REDACTED]

t. 02380 626850
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w. hantsfire.gov.uk

Date: 21 December 2022

Our Reference: FOI 101 22-23

Enquiries to: Information Compliance Officer

Freedom of Information Act 2000

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 24 November 2022. We can confirm that we have now completed our search for the information requested.

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. **We can confirm that we hold the information requested. The Phone system supplier is Telent**
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier **£23,491.29**
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. **23/05/19 (36 months with 24-month extension)**
4. Contract Expiry: For each supplier, please state the date of when the contract expires. **23/05/24**
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed. **Telephony strategy is currently being reviewed.**
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. **Annual support and maintenance for unified communications system.**
7. 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. **The release of this information would enable the identification of an individual which would be unfair within the meaning of the UK GDPR. As such we are refusing to provide this information as per Section 40 of the Freedom of Information Act 2000.**
8. Number of Agents; please provide me with the total number of contact centre agents; **Two switchboard agents that are internal and external facing. 11 contact centre agents for IT Internal.**
9. Number of Sites; please can you provide me with the number of sites the contact centre covers. **62 Fire stations including Fire HQ as well as users queries who are working from home.**
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? **Unify Openscape contact centre**
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? **Microsoft Exchange online – office 365**

12. Number of email users: Approximate number of email users across the organisations. **1650**

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. **The inbound network services contract is contained as part of the Telnet Contract. Please see the answers given above.**
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier. **See above**
3. Contract Expiry: For each supplier, please state the date of when the contract expires. **See above**
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed. **See above**
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. **See above**
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. **See above**

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Information Compliance Team at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer
Information Compliance Team
Hampshire and Isle of Wight Fire and Rescue Service