

From: [Robert Gairey](#) on behalf of [Enquiries](#)
To:
Cc: [Enquiries](#)
Subject: 16 21 02 Request for Information - Contact Centre - response
Date: 01 April 2022 11:52:30
Attachments:

Dear

I am writing in response to your request under the Freedom of Information Act (FOIA) to be provided with information on contact centres.

Under FOIA, Estyn is required to:

- (i) confirm or deny whether it holds the information of the description specified in the request
- (ii) communicate the information requested to the applicant

In response to your queries, I can confirm the following:

Contract 1 - contact centre/call centre contracts **We don't have any contact centre 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) spends 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: **This does not relate to contact centre contracts as we do not have any**

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. **Gamma**
2. Annual Average Spend: the annual average (over 3 years) spends for each supplier **Over 3 years average spend will be approximately 20 K.**
3. Contract Expiry: the date of when the contract expires. **Feb 2024**
4. Contract Review: the date of when the contract will be reviewed. **Dec 2023**
5. Contract Description: a brief description of the services provided of the overall contract. **Gamma Microsoft Teams Direct Routing. Provides SIP trunk for Microsoft Teams.**
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. **Mark Harris Branch Manager 02920 446441. Mark.Harris@estyn.gov.uk**

I hope that this information is helpful to you.

If you are not satisfied with the response Estyn has made regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and receive no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 745
Fax: 01624 524510
Email: enquiries@ico.gsi.gov.uk

Yours sincerely

Robert Gairey

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

**Arolygiaeth Ei Mawrhydi Dros Addysg A Hyfforddiant yng Nghymru
Her Majesty's Inspectorate For Education and Training in Wales**

Cyfeiriad: Llys Angor, Heol Keen, Caerdydd, CF24 5JW
Address: Anchor Court, Keen Road, Cardiff, CF24 5JW
Ffôn Estyn/Estyn Phone: 02920 446309

E-bost/E-mail: robert.gairey@estyn.gov.wales

Gwefan/Website: www.estyn.llyw.cymru / www.estyn.gov.wales

Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.

Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.



Dilynwch [@EstynAEM](https://twitter.com/EstynAEM) / Follow [@EstynHMI](https://twitter.com/EstynHMI)

From:

Sent: 08 March 2022 09:24

To: Enquiries <Enquiries@estyn.gov.uk>

Subject: 16 21 01 Request for Information - Contact Centre

RHYBUDD: Deilliodd yr e-bost hwn o du allan i system E-bost ESTYN. Peidiwch ag ateb, na chlicio ar ddolenni nac agor atodiadau oni bai eich bod yn adnabod cyfeiriad e-bost yr anfonwr ac yn gwybod bod y cynnwys yn ddiogel. WARNING: This email originated from outside ESTYN's email system. Do not reply, click links or open attachments unless you recognise the sender's email address and know the content is safe.

Hello

I would like to submit a new FOI request.

All or some of the information provided previously has expired, I require an update on the questions below.

See my request below:

Contract 1 - contact centre/call centre contracts

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I'D BE VERY GRATEFUL IF YOU PROVIDE THE INFORMATION IN EXCEL FORMAT.

Regards

Click [here](#) to report this email as spam.