



[REDACTED]

6 December 2022

Dear [REDACTED],

Freedom of Information request: FOI2022/00371

Thank you for your Freedom of Information request received on the 11 November in which you requested the following:

Your request:

Contract 1 - contact centre/call 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:

- 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) 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.

Our response

I can confirm that UK Research and Innovation (UKRI) do not hold information relevant to your request. Please see the information below.

As explained in our response to your previous request (FOI2022/00066) UKRI do not have a contact centre or call centre, therefore information relating to a contract for this is not held. Information on 'inbound network services' is also not held. Our response can be found on the UKRI disclosure log [here](#)¹.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance

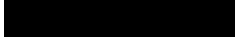
Email: foi@ukri.org or infogovernance@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: www.ico.org.uk.

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,


Information Governance
Information Rights Team
UK Research and Innovation
foi@ukri.org | dataprotection@ukri.org

¹ <https://ukri.disclosurelog.co.uk/case/ef2a3853-2c8d-4bd3-870e-f1f1339e7fbf>