

21st October 2019

Freedom of Information Request – Reference No:20192176

REQUEST

Please confirm the manufacturer of your telephony system(s) that are currently in place?

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

When is your contract renewal date?

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

Who maintains your contact centre system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

How many contact centre employees/agents do you have?

When is your contract renewal date?

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

How many employees do you have overall within your organisation?

Who currently provides your calls and lines?

What is your current annual spend on calls and lines?

When is your contract renewal date?

Are you using SIP or ISDN?

Do you use a wide area network?

CLARIFICATION

Please could you clarify the following point(s): -

The Bluelight Procurement Database (BLPD) is an online information hub aimed at improving visibility and access to contract and procurement information for buyers within the Emergency Services in the United Kingdom. Details of all contracts, maintenance details, values etc that SYP have can be found on:

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

Further details specific to “Telephony” can be found:

<https://www.blpd.gov.uk/foi/foi.aspx#&&/wEXBgUNU29ydERpcmVjdGlvbGJJQXNjZW5kaW5nBQtkZGxBcmNoaXZIZAUBMAUPZGRsT3JnYW5pc2F0aW9uBQIzNQOU29ydEV4cHJlc3Npb25lBQIQYWdlSW5kZXgFATAFCXRiS2V5d29yZAUJdGVsZXBob255bG4p3cjs+BAyPcTjtCFbzbSnoc=#>

Please advise which questions if any you would like us to proceed with?

FROM THE REQUESTER

Thank you for clarifying the contract locations, further to the request please see the remaining questions below:

1. **Please confirm the manufacturer of your telephony system(s) that are currently in place?**
2. **Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
3. **When was the installation date of your contact centre infrastructure?**
4. **Who maintains your contact centre system(s)?**
5. **How many contact centre employees/agents do you have?**
6. **Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?**
7. **How many employees do you have overall within your organisation?**
8. **Are you using SIP or ISDN?**
9. **Do you use a wide area network?**

RESPONSE

I approached our Procurement and Workforce Planning Teams for assistance with these question of your request.

1. **Please confirm the manufacturer of your telephony system(s) that are currently in place?**
Sopra Steria support the Smart Contact Avaya platforms in SYP
2. **Please confirm value of the initial project and value of annual support/maintenance services (in £)?** **Procurement to provide – contract costs are provided on www.blpd.co.uk, please search for PROVISION OF AN INTEGRATED MULTI CHANNEL CUSTOMER CONTACT AND RESOURCE MANAGEMENT SOLUTION**
3. **When was the installation date of your contact centre infrastructure?** **SYP November 2018**
4. **Who maintains your contact centre system(s)?** **Sopra**
5. **How many contact centre employees/agents do you have?**
*The specific answer for Call Handlers (known as Call Resolution Officers) is 163 with 3 Call Resolution Constables, (total 166) but they are assisted by 7 Call Handler Tutors and supervised by 39 Communication Team Leaders.
In addition there are 125 'Despatchers' and sundry other supporting specialists.*
6. **Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?** **Yes, Skype**
7. **How many employees do you have overall within your organisation?**
SYP has a total of 2588 paid staff and 2451 Officers.
8. **Are you using SIP or ISDN?** **ISDN**
9. **Do you use a wide area network?** **Yes.**