



Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 15-77
Our ref: Gov/CAF 15-77

Tel 0300 456 4000

21 May 2015

Re: Freedom of Information Request

Thank you for your email of 30 April 2015. You made the following requests for information:

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.

Indigo Telecom

2. Annual Average Spend: the annual average (over 3 years) spend for each supplier

£430,000

3. Contract Expiry: the date of when the contract expires.

31 Jan 2016

4. Contract Review: the date of when the contract will be reviewed.

During 2015

5. Contract Description: a brief description of the services provided of the overall contract.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





Full end to end service including: All support and maintenance, Centralised 24/7/365 helpdesk and fault management service, Fault diagnosis and analysis, management of network faults, MIS reporting, management of spares, software updates and patches, account management, billing, line management

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.

IT Contracts Manager, cafcass.it@cafcass.gsi.gov.uk

7. Number of Agents; please provide me with the total number of contact centre agents;

23

8. Number of Sites; please can you provide me with the number of sites the contact centre covers.

45 sites overall (call centre agents located in one site)

9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Alcatel

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.

Holiday periods

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?

Yes

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

2000

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?

These are covered in the above contract, and therefore the answers are the same as those above.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office (www.informationcommissioner.gov.uk):

Post

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Fax

01625 524 510

Tel

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team
Cafcass

Governance@cafcass.gsi.gov.uk

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive

