



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our Ref:
Your Ref: N/A
Date: 16 March 2022
If you have any difficulty in obtaining the above
telephone number please email
enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2022-22-22)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 26 February 2022. Our response is provided below:

Q1 Under contract 1 - contact centre/call centre contracts, please provide the following:

a. Incumbent supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

Northamptonshire Fire and Rescue Service (NFRS) does not use contact centre software/call centre contracts.

b. Annual average spend: the annual average (over 3 years) spends for each supplier

N/A, please refer to answer provided for Q1a.

c. Contract expiry: the date of when the contract expires.

N/A, please refer to answer provided for Q1a.

d. Contract review: the date of when the contract will be reviewed.

N/A, please refer to answer provided for Q1a.

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

N/A, please refer to answer provided for Q1a.

f. 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.

N/A, please refer to answer provided for Q1a.

Continued/...2



- g. Number of agents; please provide me with the total number of contact centre agents.*

N/A, please refer to answer provided for Q1a.

- h. Number of sites; please can you provide me with the number of sites the contact centre covers.*

N/A, please refer to answer provided for Q1a.

- i. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*

N/A, please refer to answer provided for Q1a.

- j. 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.*

N/A, please refer to answer provided for Q1a.

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

NFRS use Microsoft 365.

- l. Number of email users: Approximate number of email users across the organisations.*

There are 595 email users across the organisation.

Q2 *The second part of my request relates to the use inbound network services contracts which could relate to one of the following:*

- 0800, 0845, 0870, 0844, 0300 number*
- Routing of calls*
- Caller Identifier*
- Caller Profile- linking caller details with caller records*
- Interactive voice response (IVR)*

For contract relating to the above please can you provide:

- a. Incumbent supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*

The service NFRS use is 'routing of calls' and our supplier is BT Smart Numbers.

- b. Annual average spend: the annual average (over 3 years) spends for each supplier*

NFRS' average spend is £9k per annum.

- c. Contract expiry: the date of when the contract expires.*

NFRS' current contract expires in April 2023.

d. Contract review: the date of when the contract will be reviewed.

NFRS' contract will be reviewed in May 2022.

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

Ability to transfer incoming numbers to different lines and used for business continuity.

f. 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.

Clare Chambers, Chief digital Officer – Clare.chambers@northants.police.uk, 03000 111 222.

If I can be of any further assistance, please do not hesitate to contact me quoting reference NFRS2022-22-22.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF