



LONDON FIRE BRIGADE

London Fire Brigade Headquarters
169 Union Street London SE1 0LL
T 020 8555 1200 F 020 7960 3602
Textphone 020 7960 3629
london-fire.gov.uk

Freedom of Information request reference number: 6395.1

Date of response: 17 March 2022

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.*

Response:

Contact centre/call centre contracts

The LFB do not have contact centre or call centre, we have an operational control room based in Merton.

I would like to direct you to the [London Datastore](#) website which publishes information the Brigade routinely makes available to the public.

The LFB current contracts list is updated quarterly and can be accessed via the following link:
<https://data.london.gov.uk/dataset/lfepa-procurement-information---current-contracts>

The published list includes Information on the mobilising system contract for handling 999 calls.

The person responsible for each contract is the Head of the Department listed under 'Team Name' in the contracts list. They can be contacted through the LFB number 0208 555 1200.

Inbound network services.

I would like to direct you to the [London Datastore](#) website which publishes information the Brigade routinely makes available to the public.

The Local Government Transparency Code 2015 requires the publication of the details of every contract, commissioned activity (including external consultants), purchase order, framework agreement and any other legally enforceable agreement with a value that exceeds £5,000. The London Fire Commissioner scheme of governance provides for tenders for purchases of £10,000 or more in value

The LFB current contracts list is updated quarterly and can be accessed via the following link:
<https://data.london.gov.uk/dataset/lfepa-procurement-information---current-contracts>

The published list includes Information on network services.

The person responsible for each contract is the Head of the Department listed under 'Team Name' in the contracts list. They can be contacted through the LFB number 0208 555 1200.

In addition, details of any purchase orders of between £5,000 and £10,000 are also available on the London Datastore [here](#) and this data is updated on a quarterly basis.

All payments of £250 or more are published monthly and are available for the current year [here](#).

Please note, the LFB website provides details of where all LFB tender opportunities are advertised:
<https://www.london-fire.gov.uk/about-us/services-and-facilities/services-we-offer/procurement/>

The Brigade does not respond to unsolicited emails or telephone calls and therefore encourages all companies wishing to work with the Brigade to register with the BlueLight E-tendering Portal.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our [website](#).