



Department of
Justice
An Roinn Dlí agus Cirt
Máinnstríe O tha Laa
www.justice-ni.gov.uk

Department of Justice
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4th March 2022

REFERENCE: FOI\22\13

Dear Sir

Thank you for your request for information dated 26th February 2022 and detailed below:

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.*

The Freedom of Information Act 2000 gives you two rights of access when you write to us asking for information. You have the right to know whether we hold recorded information falling in scope of your request, and you have the right to receive this recorded information subject to cost limit or exemption.

In relation to the information you have requested, please be advised that the Department does not hold any recorded information in scope of your request. Outside of our obligations under the Freedom of Information Act, I can advise that the reason no information is held is due to the fact that the Department of Justice does not operate a call centre.

If you are unhappy at the way in which your request has been handled you may make a complaint to the Information Commissioner and ask the Commissioner to investigate whether the DOJ has complied with the terms of the FOIA. You can write to the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF



Further details on the role of the Information Commissioner can be found at:
www.informationcommissioner.gov.uk

Yours sincerely

DoJ Records & Information Manager

