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Mr Daniel Leonard
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Tel: 01896 893 221

Thomas.Nash@gov.scot

Our ref: FOI 19/02591

19 December 2019

Dear Mr Leonard,

REQUEST UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 (FOISA)

Thank you for your request for information under the Freedom of Information (Scotland) Act 2002 dated 28 November 2019 requesting information on the Scottish Public Pensions Agency's communications and telephony systems.

Your request

- 1. Please confirm the manufacturer of your telephony system(s) that are currently in place?**
- 2. When was the installation date of your telephony equipment?**
- 3. Who maintains your telephony system(s)?**
- 4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
- 5. When is your contract renewal date?**
- 6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?**
- 7. When was the installation date of your contact centre infrastructure?**
- 8. Who maintains your contact centre system(s)?**
- 9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
- 10 How many contact centre employees/agents do you have?**

11. When is your contract renewal date?

12. 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?

13. How many employees do you have overall within your organisation?

14. Who currently provides your calls and lines?

15. What is your current annual spend on calls and lines?

16. When is your contract renewal date?

17. Are you using SIP or ISDN?

18. Do you use a wide area network?

Response to your request

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

Mitel

2. When was the installation date of your telephony equipment?

December 2019

3. Who maintains your telephony system(s)?

Scottish Government as part of a Daisy contract

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

- Initial project £79,000
- Annual £17,000

5. When is your contract renewal date?

April 2020

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

Netcall

7. When was the installation date of your contact centre infrastructure?

2002. Updates/upgrades have since taken place.

8. Who maintains your contact centre system(s)?

Netcall and SPPA

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

- Project Cost: £41,961 (based on the cost of the current upgrade)
- Annual Support Cost: £29,000 (ex. VAT) per annum

10 How many contact centre employees/agents do you have?

12 employees, with an additional three when required

11. When is your contract renewal date?

It is a perpetual licence

12. 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, Mitel for fixed telephony and Skype for Business

13. How many employees do you have overall within your organisation?

As at 11 December 2019:

Headcount: 315

FTE: 287.5

14. Who currently provides your calls and lines?

Gamma

15. What is your current annual spend on calls and lines?

- Line rental: £4,320 (ex. VAT)
- Monthly call charge ranges between approx. £25 - £40 per month

16. When is your contract renewal date?

April 2020

17. Are you using SIP or ISDN?

SIP

18. Do you use a wide area network?

SCOTS WAN and LAN

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to Penelope Cooper, SPPA Chief Executive (at the postal

address on Page 1). Your review request should explain why you are dissatisfied with this response, and should be made within 40 working days from the date when you received this letter.

We will complete the review and tell you the result, within 20 working days from the date when we receive your review request. If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner. More detailed information on your rights is available on the Commissioner's website at: www.itspublicknowledge.info.

Yours sincerely



Tom Nash
Head of Business Affairs