

Request 10587 - Contracts - Call Centre and Network

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?

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Response

Thank you for your information request above, which we have dealt with under the terms of the Freedom of Information Act (FOIA). We can confirm that we do hold information relevant to your request, however, we do find that some exemptions do apply and that some of your queries appear to be commercially orientated and we have grouped our responses together below:

The Freedom of Information Act exists to allow access to publicly held information, to promote open, accountable local government and to develop increased trust in government by ensuring transparent ways of working. However, information requests should be clearly within the wider public interest and where this wider public interest is not clear or where the request is of a commercial nature, the council may consider the request vexatious, which means we are not obliged to respond.

<http://www.bailii.org/uk/cases/UKUT/AAC/2013/440.html>

In this judgement Judge Wikeley indicates in paragraphs 35 and 38 that improper use of FOI [such as no public interest] is a valid consideration to make when considering if a request is vexatious. Using the Freedom of Information Act to gain a commercial advantage or seek opportunity over another can be included within this definition. It would be considered an abuse of a statutory process that is designed to promote open accountable local government, not provide commercial organisations with leads into organisations to promote or sell goods or services

Of course a public body is not always aware of some wider public interests in a particular area and we would like to seek clarification to be able to fully assess any possible wider public interest before fully considering your request.

You are invited to respond to assist our assessment of your request regarding your following questions:

- 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.*

In relation to the following questions concerning Call Centre, network and inbound network services:

- 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..*

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)*

We find that s21 – Information already reasonably accessible – applies, this is an absolute exemption and no public interest test is required - you can find details of all current contracts on our website here:

[Expenditure over £250 - Huntingdonshire.gov.uk](#)

[Payments to suppliers - Cambridge City Council](#)

[Contract and payments to suppliers - South Cambs District Council \(scambs.gov.uk\)](#)

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

Again, we find that s21 – Information already reasonably accessible – applies, this is an absolute exemption and no public interest test is required. Details of our senior leadership team, their related departments and contact details can be found here

[Contact us - South Cambs District Council \(scambs.gov.uk\)](#) OR the Leadership Team details are here: [Senior staff salaries, our leadership team and members' allowances - South Cambs District Council \(scambs.gov.uk\)](#)

We appreciate you may be disappointed with this response, but we hope what we have been able to provide, and our explanations are useful to you.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.