

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- A. contact centre contract(s)**
- B. inbound network services contract (s)**

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. | Liberty Converse platform which is provided by Netcall to handle our contact centre calls and Govmetric to measure our Customer Service Satisfaction rating |
| 2) Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier | Information regarding contracts can be found here: Open data (wigan.gov.uk) |
| 3) Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. | See Q2 |
| 4) Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. | Same question as number 3 |
| 5) Contract Expiry: For each supplier, please state the date of when the contract expires. | See Q2 |
| 6) Contract Review: For each supplier, please state the date of when the contract will be reviewed. | See Q2 |
| 7) Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. | See Q2 |
| 8) Contact Details: For each supplier, please state 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. At the very least please provide me with their actual job title. | Lesley O'Halloran – Assistant Director – Customer Experience and Support
L.OHalloran@wigan.gov.uk |
| 9) Number of Agents; please provide me with the total number of contact centre agents; | 64.30 FTE |
| 10) Number of Sites; please can you provide me with the number of sites the contact centre covers. | 1 |
| 11) Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? | Liberty Converse platform which is provided by Netcall |
| 12) Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? | Exchange server 2016 |
| 13) Number of email users: Approximate number of email users across the organisations. | Approx. 4500+ |

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

- A. 0800, 0845, 0870, 0844, 0300 number
- B. Routing of calls
- C. Caller Identifier
- D. Caller Profile- linking caller details with caller records
- E. Interactive voice response (IVR)

For a 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: For each supplier, please state the annual average (over 3 years) spend for each supplier
- 3) Contract Expiry: For each supplier, please state the date of when the contract expires.
- 4) Contract Review: For each supplier, please state the date of when the contract will be reviewed.
- 5) Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
- 6) Contact Details: For each supplier, please state 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.

Exemption applies to this section all of Q1 – Q6

Section 43(2) exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any legal person (an individual, a company, the public authority itself or any other legal entity).

There is currently an open commercial tender for the managed contract and the detail and level of expenditure requested cannot be disclosed at this stage as this would be likely to harm the Council's commercial interests. This is because bidders might artificially inflate their bids knowing the current value of elements of the contract.

We therefore believe that the exemption within Section 43 (2) of the FOI Act is engaged.

This exemption is subject to a public interest test. Whilst the council recognises the inherent public interest in transparency and accountability in its expenditure (and indeed, the overall contract value appears on the Council's contracts register), it believes the public interest in getting best value from the procurement process and keeping the burden on local taxpayers to a minimum outweighs the principles of transparency at this stage of the process.