

## Request

The information that I require relates to the telephony and video conferencing/meeting space solutions used by Wigan MB Council.

### PART 1

- 1) Hardware Brand: The primary hardware brand of the organisation's telephone system.
- 2) Type of telephone system- is it PBX, VOIP or cloud based?
- 3) Number of telephone users?
- 4) Contract Duration: please include any extension periods.
- 5) Contract Expiry Date: Please provide me with the day/month/year.
- 6) Contract Review Date: Please provide me with the day/month/year.
- 7) Is there a Call Centre?
- 8) How many Call Centre Agents?
- 9) Do you have any speech analytics software in use?
- 10) How do you currently quality monitor calls? Is it done by an individual or small team who listen to a small portion of calls?
- 11) Existing Supplier: If there is more than one supplier, please split each contract up individually. Telephony supplier - , Call Centre supplier - , Speech Analytics supplier -
- 12) Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider
- 13) Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
- 14) Crown Commercial Services frameworks - Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045) Do you procure through the G-Cloud framework?
- 15) Are you planning to procure future services via Network Services 3 framework?
- 16) Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

### PART 2

- 1) Microsoft - What Microsoft 365 licence do you have across the organisation e.g. E3, E5
- 2) Do you use Microsoft Teams for internal collaboration?
- 3) Have you consider enabling voice on Microsoft Teams to effectively replace your current telephone system?
- 4) What is the primary brand of your current video conferencing solution(s) ?
- 5) How many meeting spaces does the organisation currently have? (include huddle spaces, meeting rooms, boardroom etc) and approximately how many staff would each room fit?
- 6) Are you considering migrating to Microsoft Teams meeting rooms?
- 7) Do you have a room booking solution?
- 8) Contract Duration for any video conferencing solution/service and/or meeting room solution: please include any extension periods.
- 9) Contract Expiry Date: Please provide me with the day/month/year.
- 10) Contract Review Date: Please provide me with the day/month/year.
- 11) Existing Supplier: If there is more than one supplier, please split each contract up individually.
- 12) Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider
- 13) Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
- 14) Crown Commercial Services frameworks - Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)
- 15) Do you procure through the G-Cloud framework?
- 16) Are you planning to procure future services via Network Services 3 framework?
- 17)** Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including name, job title, direct contact number and direct email address.

## Response

### Part 1

1. Telephony system is Mitel
2. VOIP telephony system
3. 5,099 of telephone users
4. See below
5. See below
6. See below
7. Yes – using Netcall Liberty
8. 64.30 FTE
9. We do not use speech analytics software
10. General telephony: User feedback and issues raised. We also receive reporting from our network provider e.g. jitter and available bandwidth  
Call centre: Individual line managers listen to a small portion of the calls.
11. See below
12. See below
13. See below
14. See below
15. See below
16. See below

### Part 2

1. F3, E3, E5
2. Yes
3. Yes
4. Microsoft Teams
5. See attached
6. Already use Microsoft Teams meeting rooms
7. Yes
8. Through to 17 – see below

## Response to Qs

Part 1 - 4,5,6,11,12,13,14,15, and 16

Part 2 – 8,9,10,11,12,13,14,15,16 and 17

We confirm that the Council holds this information but is withholding it from disclosure under the Freedom of Information Act 2000 (the Act). Section 43(2) of the Act 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.