

Derby City Council – Response
ID Reference FOI411307697
Date 08/02/2024

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

1. **contact centre contract(s)**
2. **inbound network services contract (s)**

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

Information Requested		
1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	All of the Council’s Contact Centre services are procured from CDW Limited , as part of a wider IT Hardware and Professional Services contract	AI webchat and voicechat services integrated with our contact centre are procured from ICS.AI Limited
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier	Spend for this supplier is against the wider IT Hardware and Professional Services contract, and is not specific to the subject of this request.	Information not held. Service has only been live since April 2023 so full year costs are not yet available.
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available	3 years with up to 2 x 12 month extensions	3 years with 1 x 12 month extension.



please also include any contract extensions.		
4. Contract Expiry: For each supplier, please state the date of when the contract expires.	31 May 2025, with potential extensions up to 31 May 2027	11 January 2026 with potential extension up to 11 January 2027
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.	01 June 2024	11 January 2025
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.	IT Hardware and Professional Services	Derby City Council and Derby Homes SMART Hybrid Contact Centre
7. 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.	Kevin Evans IT Business & Commercial Manager 01332 642605 kevin.evans@derby.gov.uk	Kevin Evans IT Business & Commercial Manager 01332 642605 kevin.evans@derby.gov.uk
8. Number of Agents; please provide me with the total number of contact centre agents;	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.	
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.	



<p>10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?</p>	<p>Section 31(3) Law Enforcement Exemption</p> <p>We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.</p>
<p>11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?</p>	<p>Section 31(3) Law Enforcement Exemption</p> <p>We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.</p>
<p>12. Number of email users: Approximate number of email users across the organisations.</p>	<p>Section 31(3) Law Enforcement Exemption</p> <p>We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.</p>

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)

<p>For a contract relating to the above please can you provide me with?</p> <p>1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.</p>	<p>Contract to supply telephony is with CDW Limited and is part of the same IT Hardware and Professional Services contract as listed above.</p> <p>Please refer to the responses above.</p>
<p>2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier</p>	



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.	

Please note, the following applies, if the response includes council officers (or other officers) names.

If you are a company that intends to use the names and contact details of council officers (or other officers) provided for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference. You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

