
From: [REDACTED]
Sent: 09 September 2015 09:09
Subject: Contact Centre Information
Attachments: Form - Contact Centre (13).xlsx

Hello,

I wish to submit to the organisation a freedom of information request relating to the organisations :

1. contact centre/call centre contracts
2. inbound network services contracts

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.
2. Annual Average Spend: the annual average (over 3 years) spend 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?

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) spend 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.

I'D BE VERY GRATEFUL IF YOU WOULD INPUT THE INFORMATION INTO THE SPREADSHEET ATTACHED.

Regards



From: FOI
Sent: 07 December 2015 16:24
To: [REDACTED]
Subject: RE: Your Fol Request - Ref: 06/15

Dear [REDACTED]

Re: FOI Ref: 06/15

Thank you for clarification to your request for information under the Freedom of Information Act, which was received on Friday 4th December.

You requested: **“.....information request relating to the organisations :**

- 1. contact centre/call centre contracts**
- 2. inbound network services contracts.”**

You clarified that: **“.....this relates to Information Technology (i.e. computers), Internet Service Provider or something else? as there is no contact centre how is this done?”**

The Commission aims to respond promptly and within the statutory deadline of 20 working days set by the Freedom of Information Act 2000. Please expect a response on or before Wednesday 6th January 2016.

If you have any queries or concerns please do not hesitate to contact me on the details provided below. Please remember to quote the reference number above in any future communications.

Kind Regards,

Karen Cleverly

Karen Cleverly
Business Support Officer
Local Government Boundary Commission for England
14th Floor, Millbank Tower
Millbank
LONDON
SW1P 4QP

Tel: 0330 500 1260

[REDACTED]
By Email: [REDACTED]

10 September 2015

Dear [REDACTED],

Our ref: 06/15

Thank you for your email dated 9 September 2015, requesting information under the Freedom of Information Act 2000.

You have requested a number of pieces of information under the following headings:

- 1. contact centre/call centre contracts**
- 2. inbound network services contracts**

I am able to confirm that the Commission does not use any kind of Contact or Call Centre and does not therefore hold any contracts relating to these.

With regard to inbound network services contracts, the Commission is seeking clarification of your request.

Please can you clarify what you mean by inbound network services contracts? Does the information you are requesting relate to telephony, Information Technology (i.e. computers), Internet Service Provider or something else?

Please note that the statutory timeframe of twenty working days will not commence until we receive your clarification.

Yours sincerely,

Sarah Vallotton
Business & Committee Services Manager
Sarah.vallotton@lgbce.org.uk
0330 500 1264

From: [REDACTED]
Sent: 04 December 2015 14:06
To: FOI
Subject: Re: Your FoI Request - Ref: 06/15

Hi

My request relates to Information Technology (i.e. computers), Internet Service Provider or something else? as there is no contact centre how is this done?

Thank you

On Thu, Sep 10, 2015 at 11:22 AM, FOI <FOI@lgbce.org.uk> wrote:

Dear [REDACTED],

Thank you for your request for information under the Freedom of Information Act, which we received yesterday.

Please see our letter attached which seeks clarification in relation to your request.

Kind regards,

Sarah Vallotton.

Sarah Vallotton

Business & Committee Services Manager

Local Government Boundary Commission for England

14th Floor Millbank Tower

21-24 Millbank

London

SW1P 4QP

Tel: 0330 500 1264

Email: sarah.vallotton@lgbce.org.uk

www.lgbce.org.uk

[REDACTED]
By email: [REDACTED]

6 January 2016

Dear [REDACTED],

Our ref: 06/15

Thank you for your email of 9 September 2015 and your clarification email, which was received on 4 December 2015, requesting information under the Freedom of Information Act 2000.

You have requested “.....**information request relating to the organisation’s:**

- 1. contact centre/call centre contracts**
- 2. inbound network services contracts.”**

You clarified that: “.....**this relates to Information Technology (i.e. computers), Internet Service Provider or something else? As there is no contact centre how is this done?”**

The Commission does hold some information relevant to your request. Please see your list of questions repeated below, with the Commission’s response to each in italics.

1. Information relating to the organisation’s contact centre/call centre contracts.

The Commission does not have any contact centre or call centre contracts.

2. Information relating to inbound network services contracts:

The Commission is a small organisation that carries out boundary reviews. There are 22 members of staff. It does not generate large amounts of inbound contacts. The inbound contacts generated are mostly from members of the public wishing to comment on boundary

review proposals. Members of the public can comment by:

- *Using the Commission's consultation portal*
- *Using the Commission's corporate website*
- *Emailing the Commission*
- *Writing to the Commission*

The Commission also receives emails and a small number of inbound telephone calls relating to reviews and to other business.

Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

In relation to its inbound contacts, the Commission has contracts with the following organisations:

- *Informed Solutions - web consultation portal.*
- *Email: Microsoft 365 – licenses.*
- *Voxhub: Voice Over Internet Protocol (VOIP) – telephony.*
- *Squiz – corporate website*

Informed Solutions:

- Annual Average Spend: the annual average (over 3 years) spend.
Development, maintenance, hosting, licensing and support costs: approx. £42.200.
- Contract Expiry: the date of when the contract expires.
31 March 2017.
- Contract Review: the date of when the contract will be reviewed.
2016.
- Contract Description: a brief description of the services provided of the overall contract.
Development, maintenance, hosting, support and licensing of an online platform which allows users to view Commission recommendations and warding/division proposals through interactive mapping. The portal also allows users to draw their own proposed boundaries, highlight areas of interest and annotate the map. The platform allows users directly to provide submissions for public consultations and manages that data in the back end of the site for consideration by Commission staff and commissioners.

Microsoft:

- Annual Average Spend: the annual average (over 3 years) spend.
The Commission holds 24 x E3 and 7 x E1 Office 365 Enterprise licenses. In addition it

holds Windows Server Client Access Licences (CALs) for all users. Cannot give an average over 3 years as the licenses were not purchased until 2015. However, estimated spend for 2015/16 is approx. £9,600.

- **Contract Expiry:** the date of when the contract expires.
Monthly subscription. Can end at any time.
- **Contract Review:** the date of when the contract will be reviewed.
The arrangements will be reviewed annually, towards the end of the financial year (Feb/March).
- **Contract Description:** a brief description of the services provided of the overall contract.
Relates to full Microsoft 365 package including Outlook, Word, Excel.

Voxhub:

- **Annual Average Spend:** the annual average (over 3 years) spend.
Cannot give an average over 3 years as the service did not commence until March 2015. Monthly charges for 2015/16 are approx. £300 per month.
- **Contract Expiry:** the date of when the contract expires.
Minimum 12 month contract period ends in March 2016. Contract will then revert to a rolling monthly basis.
- **Contract Review:** the date of when the contract will be reviewed.
The arrangements will be reviewed annually, towards the end of the financial year (Feb/March).
- **Contract Description:** a brief description of the services provided of the overall contract.
Telephony service using VOIP (voice over internet protocol).

Squiz:

- **Annual Average Spend:** the annual average (over 3 years) spend.
Development, maintenance, hosting, licensing and support costs: approx. £40,000.
- **Contract Expiry:** the date of when the contract expires.
21 March 2017.
- **Contract Review:** the date of when the contract will be reviewed.
2016.

- **Contract Description:** a brief description of the services provided of the overall contract. *Maintenance, support and hosting of the Commission's website which includes information about the Commission, its work and public engagement.*

Contact Details:

The person from within the organisation responsible for the Voxhub and Microsoft contracts is Luke Dawson, Project Officer. Tel 0330 500 1261. Email: luke.dawson@lgbce.org.uk

The person from within the organisation responsible for the Informed Solutions and Squiz contracts is Marcus Bowell, Director of Strategy and Communications. Tel 0330 500 1250. Email: marcus.bowell@lgbce.org.uk

If you have any further queries, please do not hesitate to contact me, quoting the reference number above in any correspondence.

If you wish to request a review of our decision, you should write to:

Karen Cleverly
Local Boundary Commission for England
14th Floor, Millbank Tower,
Millbank
London
SW1V 4QP.

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Details of this procedure can be found on the ICO website: <http://www.ico.gov.uk>.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Local Government Boundary Commission for England.

Yours sincerely,



Karen Cleverly
Business Support Officer
Karen.cleverly@lgbce.org.uk
0330 500 1260