



**Information Governance Team**

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09 December 2022

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI467656217**

Thank you for your request for information relating to Contact Centre.

You have requested the following information:

**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:**

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

**supplier of the contract.**

Our supplier of the contract is 8x8.

**2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

Our annual average expenditure for our supplier is approximately £420,000.

**3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**

The contract commenced on 21 December 2018 and the initial terms of the contract expired on 31 March 2022. There were two one-year extensions included within the contract to extend the duration to 31 March 2024. These contract extensions have been agreed and is in the process of being formally actioned.

**4. Contract Expiry: For each supplier, please state the date of when the contract expires.**

The contract expires on 31 March 2024.

**5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

We are currently considering our options regarding a replacement for the contract that would need to commence on 01 April 2024 when the current contract expires.

**6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

The services provided within the overall contract includes a Cloud-hosted unified communications subscription to be used by our contact centres. This contract also includes the initial implementation, training, licencing/hosting, ongoing support and maintenance as well as ongoing contract management.

**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.**

Queries should be sent to the Council's Procurement Team.

Email address: [procurement.services@coventry.gov.uk](mailto:procurement.services@coventry.gov.uk)

**8. Number of Agents; please provide me with the total number of contact centre agents;**

181.

**9. Number of Sites; please can you provide me with the number of sites the contact centre covers.**

A total of seven sites were covered prior to the COVID-19 pandemic.

**10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**

The manufacturer is 8x8.

**11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**

Our email servers are Office 365 Exchange Online and Exchange Server 2019.

**12. Number of email users: Approximate number of email users across the organisations.**

5,300.

**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 a contract relating to the above please can you provide me with?**

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

**14. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

**15. Contract Expiry: For each supplier, please state the date of when the contract expires.**

**16. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

**17. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

**18. 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.**

In response to Questions 13 to 18, we confirm our inbound network services contract is also supplied by 8x8. Please refer to our response to Questions 1 to 6.

The supply of information in response to a FOI request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for

information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**