



Cabinet Office

Boundary Commission England Information Mailbox
<information@boundarycommissionengland.gov.uk>

Re: FOI Request - Contact Center

1 message

Boundary Commission England Information Mailbox
<information@boundarycommissionengland.gov.uk>6 December 2022 at
13:17To: [REDACTED]
Bcc: Boundary Commission England Information Mailbox <information@boundarycommissionengland.gov.uk>

Dear [REDACTED]

BCE FOI/2022-16

Thank you for your email request for information to the Boundary Commission for England (BCE) on 1st December 2022 which has been considered under the terms of the Freedom of Information Act (FOIA) 2000.

In your request you asked for information relating to the *Commission'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.*
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.*
- 4. Contract Expiry: For each supplier, please state the date of when the contract expires.*
- 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
- 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
- 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.

8. *Number of Agents; please provide me with the total number of contact centre agents;*
9. *Number of Sites; please can you provide me with the number of sites the contact centre covers.*
10. *Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*
11. *Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?*
12. *Number of email users: Approximate number of email users across the organisations.*
- 13.

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?

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.*
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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.*

The Boundary Commission for England (BCE) is an independent arms length body sponsored by the Department for Levelling Up, Housing and Communities, who generally provide the Commission with these services. Owing to a Machinery of Government change, the Boundary Commission for England is at present transitioning from one department to another, and some services, such as Corporate IT are provided by both the current and the former sponsorship department, the Cabinet Office.

May I therefore suggest that you contact the Department for Levelling Up, Housing and Communities Freedom of Information Team and the Cabinet Office Freedom of Information Team. Their email addresses are:

mhclgcorrespondence@levellingup.gov.uk and foi-team@cabinetoffice.gov.uk. If you have any further queries regarding this response, please contact the Commission, quoting the reference number above.

Under the provisions of the FOI Act if you are dissatisfied with the response provided you may wish to ask for an internal review. If this situation arises you should write to:

The Secretary to the Boundary Commission for England
35 Great Smith Street
Westminster
London
SW1P 3BQ

Email: information@boundarycommissionengland.gov.uk

If it transpires you are not content with our response or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the BCE. The Information Commissioner can be contacted at:

The Office of the Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Kind Regards,



Boundary Commission for England

35 Great Smith Street | London | SW1P 3BQ

t: 020 7276 1102

e: information@boundarycommissionengland.gov.uk

w: www.bcereviews.org.uk



On Thu, 1 Dec 2022 at 11:07,  wrote:

Hello,

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.

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8. Number of Agents; please provide me with the total number of contact centre agents;
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
12. Number of email users: Approximate number of email users across the organisations.

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?

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Please can you acknowledge my request so that I know that the request is being dealt with. If you have any questions or queries in relation to this request, please send me an email and I will respond accordingly.

Also, I would appreciate it if the contract information was included within a spreadsheet.

Regards

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