



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI733329987

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

You have requested the following information:

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the information below.

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.

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

In response to Questions 1 and 2, we confirm the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing our Contracts Register on the Council website, please use the following link:

https://www.coventry.gov.uk/downloads/download/1362/contracts_register

This exemption is not subject to the public interest test.

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.

In response to Questions 3 and 4, please see details below:

COV 12765 – Microsoft Enterprise Agreement

Supplier Bytes Software Services

Start Date – 01/04/2022

End Date 22/02/2027

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

We confirm the above contract is reviewed on a yearly basis from when the contract commenced.

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

The reseller contract is in place to transact the Council's enterprise agreement with Microsoft. Please refer to the Contracts Register via the link above for further details.

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.

The Procurement team are responsible for managing contracts on behalf of the Council. Email: Procurement.Services@coventry.gov.uk

With regards to the full name and contact details of specific individual officers responsible for overlooking the contracts, we confirm this information is exempt under section 40 (2) of the FOIA. This exemption covers the personal data of third parties (anyone other than the requester) where

complying with the request would breach any of the principles in the Data Protection Act.

This has been done as the Council considers that this information meets the definition for personal data set out in Section 3(2) and 3(3) of the Data Protection Act 2018 (DPA) as:

(2) personal data means any information relating to an identified or identifiable living individual (subject to subsection (14)(c))”

(3) “Identifiable living individual” means a living individual who can be identified, directly or indirectly, in particular by reference to

*(a) an identifier such as a name, an identification number, location data or an online identifier, or
(b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.”*

Section 40(2) of the FOIA states that personal data relating to third parties (i.e. a party other than the person requesting the information) is exempt information if it is the personal data of a third party (i.e. not yourself) and one of the conditions in section 40(3A-B) or 40(4A) is satisfied.

The information you have requested includes personal information of employees of Coventry City Council who are not at a senior level. The disclosure of this information would breach one or more of the Data Protection Principles in the UK General Data Protection Regulation (UK GDPR). The condition at section 40 3A(a) is therefore satisfied because disclosure in this instance would breach the first data protection principle. This is because it would be unfair to disclose such personal data where the employees concerned have no expectation that their names would be released in the context of the information held.

Section 40(2) is an absolute exemption not subject to the Public Interest Test.

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

We have a total of 73 contact centres at the Council.

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

Our contact centre covers 10 sites in total.

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

Microsoft Dynamics, Power Automation.

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

We confirm we do not use Microsoft Exchange 2003 as our email server. With regards to the products we currently use, we confirm the Council under Section 31(3) neither confirms nor denies whether the information you have requested exists or is held by us.

The information you have requested is exempt from disclosure under Section 31(1)(a) and Section 31 (3) of the FOIA Act 2000. Section 31 of the FOIA relates to Law Enforcement and Section 31(3) removes the public authority's duty to confirm or deny whether information is held if to do so would, or would be likely to prejudice law enforcement.

It is the Council's view that the confirmation or denial of the possession of information relating to the Council's cyber resilience, would be likely to compromise the Council's information security strategies by giving cyber criminals insight into vulnerabilities which may, or may not, exist.

Section 31(3) is a qualified exemption, as such we have gone on to perform a public interest test in order to assess the public interest arguments for and against declaring whether or not the requested information is held.

For Disclosure:

- Confirmation of possession would demonstrate a commitment to transparency with regard to the Council's undertaking and could provide assurance that the council have robust IT infrastructure in place.

Against Disclosure:

- Maintaining the integrity and security of the Council's systems.
- Preventing cyber-attacks and similar against the Council systems.

Revealing the information may assist cyber criminal's insight into not only the strengths of the Council's cyber security, but also any potential weaknesses that may exist. This could ultimately result in a future cyber-attack. Cyber security measures are in place to protect the integrity of personal and sensitive personal information.

The occurrence of a future cyber attack would prejudice the Council's legal duty to safeguard personal information from loss, theft, inappropriate access or destruction, which is why Section 31 has been employed in this case.

On balance the public interest in maintaining the exemption outweighs that in confirming or denying whether information is held and therefore the Council neither confirms nor denies, whether this information is held.

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

5,000.

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.

Contract Ref: 0800 4346127 (included in Microsoft Enterprise Agreement COV 12765. Please refer to the Contracts Register via the link above for further details on this contract).

Contract Name: Interactive Voice Response (IVR)

Suppliers: British Telecom and Bytes Software Services

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

The average expenditure on the above contract is approximately £7,000 per year.

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

The contract began in 2017 and is currently ongoing.

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

We confirm the above contract is reviewed on a yearly basis from when the contract commenced.

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

The above contract provides an inbound number for the services we provide. As advised above, this contract is included in our Microsoft Enterprise Agreement (COV 12765). Please refer to the Contracts Register via the above link for further details.

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.

In response to Question 6, we refer you to our response to Question 7 above.

The supply of information in response to a FOI/EIR 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

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.

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

Yours faithfully

Information Governance