



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI864262463

Thank you for your request for information relating to Contact centre and telephony contract (supplier and key dates).

You have requested the following information:

Please could you provide the following for the contract(s) currently in place for (a) your contact centre / customer contact platform and (b) your corporate telephony — if these sit under separate contracts, please answer for each:

1. The name of the current supplier / platform in use.

Microsoft.

2. The name of the organisation the contract was awarded to, if different from the platform provider (for example a reseller, systems integrator or managed-service partner).

Bytes Software Services Limited.

3. The date the current contract was awarded / commenced.

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 the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

4. The current contract expiry date, and the date of any extension options — i.e. when the contract is next due for renewal or re-procurement.

See response for Question 3.

5. The procurement route or framework used (for example a Crown Commercial Service framework, a G-Cloud call-off, or an open tender).

See response for Question 3.

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