

FOI Request Response

New FOI Request

Question No.	FOI Questions	Response
1	Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	CDW Ltd (Sub-Contracted to 8x8)
2	Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier	£352,047
3	Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.	4 Years
4	Contract Expiry: For each supplier, please state the date of when the contract expires.	28/11/2023
5	Contract Review: For each supplier, please state the date of when the contract will be reviewed.	01/01/2022
6	Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.	Provision of Cloud Contact Centre for ONS, providing licenses and services.
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.	Names and job titles of members of staff are personal data and are therefore withheld under Section 40(2) of the Freedom of Information Act 2000 (FOIA).
8	Number of Agents; please provide me with the total number of contact centre agents;	745 Named Agents, 260 Concurrent Agents per month
9	Number of Sites; please can you provide me with the number of sites the contact centre covers.	1
10	Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?	8x8 Solution and Microsoft Teams as an endpoint for calls.

- 11 Do you use Microsoft Exchange 2003 Office 365 as your email server? If not, then which products do you use?
- 12 Number of email users: Approximately 6499 number of email users across the organisations.

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| 1 | Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. | Elitecom |
| 2 | Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier | £22,800 |
| 3 | Contract Expiry: For each supplier, please state the date of when the contract expires. | 31/03/2023 |
| 4 | Contract Review: For each supplier, please state the date of when the contract will be reviewed. | 01/01/2023 |
| 5 | Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. | 2x Inbound Survey
Enquiry Lines for
Social Survey
Department |
| 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. | Names and job titles
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(FOIA). |