

Reference: 1426714

Gloria Akinyemi
Information Rights Adviser
Information.requests@ofcom.org.uk

28 March 2022

Freedom of Information: Right to know request

Thank you for your request for information about Ofcom's contact centre contracts. We received this request on 28 February 2022 and have considered it under the Freedom of Information Act 2000 ("the Act").

Our response

Please see our response to each of your questions below.

Contract 1 - contact centre/call centre contracts

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.

Daisy Corporate Services Trading Limited.

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier

While we do hold the information you requested, it is being withheld as its disclosure is exempt under section 43(2) of the Act. This exemption deals with information that, if disclosed, would, or would be likely to, prejudice the commercial interests of a person or company. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A attached to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

3. Contract Expiry: the date of when the contract expires.

Quarter 3 2024.

4. Contract Review: the date of when the contract will be reviewed.

Quarter 3 2024.

5. Contract Description: a brief description of the services provided of the overall contract.

The overall objective of the contract is to provide a telephony system and contact centre system.

6. Contact Details: 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.

There is no allocated person responsible for this contract however the procurement team can be contacted via Procurement@ofcom.org.uk

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

124.

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

2.

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

NICE.

10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.

As a regulator our demand is based on external factors rather than internal events and therefore call volumes vary month by month.

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

Microsoft office 365.

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

1500.

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

No information held.

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 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.

Daisy Corporate Services Trading Limited.

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While we do hold the information you requested, it is being withheld as its disclosure is exempt under section 43(2) of the Act. This exemption deals with information that, if disclosed, would, or would be likely to, prejudice the commercial interests of a person or company. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A attached to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

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6. Contact Details: 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.

There is no allocated person responsible for this contract however the procurement team can be contacted via Procurement@ofcom.org.uk

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Gloria Akinyemi

Annex A

<p>Section 43(2) of the Act provides that:</p> <p><i>“Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).”</i></p>	
<p>Factors for disclosure</p>	<p>Factors for withholding</p>
<ul style="list-style-type: none"> • Enabling the public to gain a better understanding of the commercial relationships between Ofcom and its suppliers and the nature of the services provided, and thereby increasing public confidence in Ofcom. • Generally, there is a public interest in transparency of public bodies’ expenditure. 	<ul style="list-style-type: none"> • Ofcom contracts with a number of companies and has a financial relationship with them. Companies need to be confident that information relating to their business, such as information about them as an organisation or relating to their products or services, will not be disclosed if it would, or would be likely to, prejudice their commercial interests. • Ofcom continues to negotiate and require contracts like those related to this request. To release the cost would put Ofcom in a detrimental position for future contract negotiations and would undermine its bargaining position with potential suppliers. In addition, to release the amount Ofcom pays for a service could prejudice the commercial interests of the supplier – in that it would provide details of the supplier’s commercial relationships to its competitors or potential contractors.
<p>Reasons why public interest favours withholding information</p>	
<ul style="list-style-type: none"> • Ofcom enjoys a positive relationship with those companies it contracts with. The release of information which would, or would be likely to, prejudice commercial interests into the public domain would impair both Ofcom’s relationship with providers of services, and adversely affect its commercial relationships with other contractors. If contractors could not be confident that such information provided by them to Ofcom would be withheld from disclosure, except in compelling circumstances, commercial activity may be impeded. Similarly, Ofcom’s bargaining position, and therefore ability to obtain value for money in services it contracts for, 	

may be undermined in future negotiations if full details about the cost of these services were disclosed. These considerations go against the public interest in disclosing.

- While there is public interest in maintaining transparency with the public, for the above reasons, we consider that the weight attached to the public interest in withholding disclosure outweighs the public interest in disclosure.

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF