



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. | Contract for 'The Provision of IT Services' - |
| 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier | Provision of a fully managed IT service which will cover all the Council's IT needs and requirements. This is an outcome-based contract based on delivery of the outcomes set out in the 21 service descriptions. The contract does not include delivery of print or reprographics services. |
| 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. | Incumbent supplier – Agilisys Limited. |
| 4. Contract Expiry: For each supplier, please state the date of when the contract expires. | Start date - 02/02/2024 |
| 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed. | End date - 31/12/2033 |
| 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. | £79,000,000 - full contract value. |
| 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. | Wigan Council's published contract register can be found here: |
| 8. Number of Agents; please provide me with the total number of contact centre agents; | Business and tendering opportunities |
| 9. Number of Sites; please can you provide me with the number of sites the contact centre covers. | 45 FTE |
| 10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? | 1 site |
| 11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? | 8x8 |
| 12. Number of email users: Approximate number of email users across the organisations. | Not Exchange 2003, Exchange is provided and administered by our IT MSP Agilisys. |
| | 5000+ |

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

We confirm that the Council holds this information, but is withholding it, except where that information is on the Contracts Register, from disclosure under the Freedom of Information Act 2000 (the Act). Section 43(2) of the Act exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any legal person (an individual, a company, the public authority itself or any other legal entity).

There are ongoing commercial discussions as part of the councils managed IT service contract and the detail and level of expenditure requested cannot be disclosed at this stage as this would be likely to harm the Council's commercial interests. This is because bidders might artificially inflate their bids knowing the current value of elements of the contract.

We therefore believe that the exemption within Section 43 (2) of the FOI Act is engaged.

This exemption is subject to a public interest test. Whilst the council recognises the inherent public interest in transparency and accountability in its expenditure, and indeed, the overall contract value appears on the Council's contracts register, it believes the public interest in getting best value from the procurement process and keeping the burden on local taxpayers to a minimum outweighs the principles of transparency at this stage of the process.