

Reference: 01925275

Information Requests
information.requests@ofcom.org.uk

12 December 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning ICT contracts for the Contact Centre and inbound network services.

We received this request on 21 November 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

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.*

Daisy Corporate Services Trading Limited.

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

The average annual spend with Daisy Corporate Services Trading Limited is £ 224,636 including V.A.T. This is a consolidated contract and the amount includes the contact centre spend and Inbound Network services.

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

The contract was let for 4 years +2+2 years. The initial contract period has been completed, and the contract is currently in year 1 of the first extension period.

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

Quarter 3 2025. There is an option in the contract to extend up to 3 more years.

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

Quarter 3/4 2024. The review is currently underway.

6. Contract Description: For each supplier, please state 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.

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.

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

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

110

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

2

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

NICE.

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

Microsoft Office 365.

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

Approximately 2000.

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.

Daisy Corporate Services Trading Limited.

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

The average annual spend with Daisy Corporate Services Trading Limited is £ 224,636 including V.A.T. This is a consolidated contract and the amount includes the contact centre spend and Inbound Network services.

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

Quarter 3 2025

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

Quarter 3 2024. (Please see above.)

5. Contract Description: For each supplier, please state 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: 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.

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

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,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).