[redacted]

From: FOI
Sent: 16 December 2022 09:07
To: [redacted]
Subject: FOI 090-22 - Response

Dear [redacted],

Our Ref: FOI-090-22

Thank you for your email to the Electoral Commission dated 22 November 2022.

The Commission aims to respond to requests for information promptly and has done so within the statutory timeframe of twenty working days.

Your request is shown below followed by 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.*

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

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

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

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

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

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.

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

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

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

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

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

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.

Please can you acknowledge my request so that I know that the request is being dealt with. If you have any questions or queries in relation to this request, please send me an email and I will respond accordingly.

Our response is as follows:

We hold the information you have requested.

First part of the request:

Our responses relates to Item 1 above (*Advanced call distribution to control the flow of calls and maximise customer experience)* as Items 2 and 3 are not used by the Commission.

1. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
   Advanced call distribution
   Cirrus Response Limited (IVR).

2. *Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
   Average annual spend £24,984 p.a. including VAT.

3. *Contract Duration: For each supplier, please state the contract duration of the contract expires. If available, please also include any contract extensions.*
   This contract is renewed annually on a rolling basis.

4. *Contract Expiry*:
   Contract expires 07/01/2023.

5. *Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
   Summer 2023.

6. *Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
   The supplier provides the Cirrus IVR application, and support and maintenance.

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 single business owner for this software which was originally purchased by the Electoral Administration and Guidance Directorate.

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

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

Four sites.

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

Cirrus Response Limited

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

Exchange Online

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

180

Second part of the request:

1. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*

Cirrus Response Ltd

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

Average annual spend £24,984 p.a. including VAT.

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

The contract expires 07/01/2023. This contract is renewed annually on a rolling basis.

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

Summer 2023

5. *Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*

The supplier provides the Cirrus IVR application, and support and maintenance.

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 single business owner for this software which was originally purchased by the Electoral Administration and Guidance Directorate.

The Commission strives to be an open, transparent authority and I trust that this information satisfies your request.,

If you are not satisfied with this response, please note that the Commission operates a review procedure, details of which can be found on the Commission website at: https://www.electoralcommission.org.uk/freedom-information/make-a-freedom-information-request.

Please also note that if you have exhausted all internal Commission review procedures and you are still not satisfied you have the right to appeal to the Information Commissioner. Details of this procedure can be found on the ICO website: https://ico.org.uk/.

Yours sincerely

Information Officer
FOI@electoralcommission.org.uk

The Electoral Commission
electoralcommission.org.uk