

36084

Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

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

The City of Edinburgh Contact Centre is delivered by our outsourced ICT provider, CGI.

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

Charges are within our annual ICT Contract costs of £24.982m per annum, the charges are not structured in a way that we can report spend for Contact Centre / Call Centre as a standalone charge.

Contract Expiry: the date of when the contract expires.

Our outsourced ICT contract commenced 1/4/16 is currently awarded to 31/3/2029 but can be extended up to 31/3/2035.

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

We are currently contracted to 2029, any review is unlikely to be done for several years, at which point we may choose to exercise our extension option.

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

The outsourced ICT contract with CGI allows delivery of all of its Information, Communication and Technology ("ICT") services.

The ICT services concerned are for all of The City of Edinburgh Council's present and future ICT services and include, but are not limited, the examples of: - Desktops and devices - Wide Area Networks (WAN) - Local Area Network (LAN) - Platforms - Data network - Data centre - Change Configuration Release Management (CCRM) - Service design and transition - Contact Centre - Service desk - Third party contract management - Applications - Security - Projects which support ICT-enabled business change and transformation.

The contract includes CPV: 72000000, 72100000, 72110000, 72120000, 72130000, 72140000, 72150000, 72200000, 72210000, 72211000, 80533000, 79000000, 79993100, 79994000, 79995000, 79995100, 79995200, 79996000, 79996100, 79997000, 79998000, 79999000, 79999100, 75000000, 73000000, 71510000, 64000000, 51612000, 51620000, 22000000, 30000000, 30100000, 30110000, 30120000, 30124000, 30191000, 30200000, 30236000, 32000000, 32250000, 32260000, 32320000, 32400000, 32410000, 32412000, 32412100, 32430000, 32500000, 32510000, 32520000, 32550000, 32571000, 32580000, 32581200, 48200000, 48422000, 48510000, 48517000, 48610000, 48611000, 48612000, 48620000, 48621000, 48622000, 48800000, 48810000, 48820000, 50000000, 50312000, 50312610, 50312620, 50313000, 50332000, 50334100, 50342000, 51000000, 51500000, 51600000, 51610000, 51611000.

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.

Nicola Harvey, Service Director of Customer and Digital services.

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

200

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

Currently there is one location for office-based staff with the remainder at home. This is likely to change with the opening of offices due to the relaxation of the home-working rules set by the Scottish Government.

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

In line with advice from the National Cyber Security Centre, we do not provide information relating to hardware, software and systems and therefore, unfortunately, it is not possible to provide you with the information you have requested on this occasion.

By placing information about our systems into the public domain we would potentially be putting our IT framework at risk. This would prejudice substantially the Council's ability to effectively carry out its business if its IT framework were compromised as a consequence of the disclosure of this information.

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. March to June November to Feb

Each service has busy peaks which differs from others –
E.g. Repairs Direct busier winter months – Oct to March with weather impact
Council tax – March/April with annual billing.

Total inbound calls for 2020 and 2021 as follows

Jan-20	75195	Jan-21	46644
Feb-20	71681	Feb-21	51594
Mar-20	56815	Mar-21	55920
Apr-20	35307	Apr-21	58250
May-20	32400	May-21	54259
Jun-20	37418	Jun-21	53949
Jul-20	39470	Jul-21	53468
Aug-20	47636	Aug-21	61847
Sep-20	48442	Sep-21	53252
Oct-20	51820	Oct-21	51079
Nov-20	55676	Nov-21	54306
Dec-20	49157	Dec-21	45898

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

Specific details on hardware, software and systems used will not be provided, as per my response above.

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

Circa 15,000

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

N/A

The second part relates to the use inbound network services contracts which could relate to one of the following

- 0800, 0845, 0870, 0844, 0300 number
- Routing of calls
- Caller Identifier
- Caller Profile- linking caller details with caller records
- Interactive voice response (IVR)

For contracts relating to the above please can you provide me with?

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

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

Contract Expiry: the date of when the contract expires.

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

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

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.

Please refer to the responses given above.