



UK Hydrographic  
Office

Admiralty Way  
Taunton  
Somerset  
TA1 2DN

Telephone: [REDACTED]  
E-mail: [REDACTED]  
Website: [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

15 December 2022

Dear [REDACTED]

Thank you for your email of 11<sup>th</sup> November requesting the following information:

"All or some of the information provided previously has expired, I require an update on the 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.
2. Annual Average Spend: the annual average (over 3 years) spends for each supplier
3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.
5. Contract Description: a brief description of the services provided of the overall contract.
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.
7. Number of Agents; please provide me with the total number of contact centre agents.
8. Number of Sites; please can you provide me with the number of sites the contact centre covers.
9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
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.
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
12. Number of email users: Approximate number of email users across the organisations.

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

**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.
2. Annual Average Spend: the annual average (over 3 years) spends for each supplier
3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.
5. Contract Description: a brief description of the services provided of the overall contract.
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.”

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the UKHO, and I can confirm that some information in scope of your request is held.

The information you have requested can be found at annex A etc but some of the information falls entirely within the scope of the absolute exemptions provided for at [sections 40 (Personal Data). Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 2018. Section 40(2) requires the Department to conduct a balancing exercise, this exercise involves balancing the rights and interests of individuals against the legitimate interests in disclosure, this is not the same as carrying out the public interest test associated with certain exemptions in FOIA. The balancing exercise is carried out in order to decide whether the absolute exemption in section 40(2) is engaged. In particular, there is no assumption of disclosure in the legitimate interests test, as there is with qualified exemptions. The outcome of the balancing exercise lay in withholding the third-party personal data identified in the attached information.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

UKHO Secretariat

## Annex A

Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

1-10: **The UK Hydrographic Office does not have a contact centre. The UK Hydrographic Office does use Microsoft Teams for voice services which utilises minimal call group functionality.**

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

**The UK Hydrographic Office does not use Exchange 2003 but use Exchange Online (part of M365 suite).**

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

**At the UK Hydrographic Office, Exchange Online has approximately 1155 users including staff users, non-payroll staff users and resource accounts.**

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.

**Nexus Open Systems**

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

**£12,000**

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

**2024 Q4**

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

**2024 Q2**

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

**Telephony service provided by Gamma and delivered through Nexus**

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."

