



The Insolvency
Service

Information Rights Team
The Insolvency Service
Cannon House
18 Priory Queensway
Birmingham
B4 6FD

Tel: 0300 678 0015

foi@insolvency.gov.uk

www.gov.uk/insolvency-service

Our ref: FOI24/25-119
Date: 13th December 2024

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 21st November 2024 in which you requested from the Insolvency Service (the agency):

"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.

Also, I would appreciate it if the contract information was included within a spreadsheet.”

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested and I have provided answers to your questions below:

Because the information in the first part of the request under questions 1, 2, 3, 4, 6, and in the second part of the request under questions 1, 2, 3, 5, is reasonably accessible to you the agency is not obliged to provide you with a separate copy of the information pursuant to the exemption at section 21 of FOIA.

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.** This information can be found using the following two links:
 - <https://www.contractsfinder.service.gov.uk/Notice/91843f06-4774-491c-911a-43d28625ee0c>
 - <https://www.contractsfinder.service.gov.uk/Notice/b8480670-12c9-40fc-ba91-c66a5fe71009>
2. **Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.** Actual spend will not be shared. But the Contract Value can be found using the following two Contracts Finder links:
 - <https://www.contractsfinder.service.gov.uk/Notice/91843f06-4774-491c-911a-43d28625ee0c>
 - <https://www.contractsfinder.service.gov.uk/Notice/b8480670-12c9-40fc-ba91-c66a5fe71009>
3. **Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.** This information can be found using the following two links:
 - <https://www.contractsfinder.service.gov.uk/Notice/91843f06-4774-491c-911a-43d28625ee0c>
 - <https://www.contractsfinder.service.gov.uk/Notice/b8480670-12c9-40fc-ba91-c66a5fe71009>
4. **Contract Expiry: For each supplier, please state the date of when the contract expires.** This information can be found using the following two links:
 - <https://www.contractsfinder.service.gov.uk/Notice/91843f06-4774-491c-911a-43d28625ee0c>
 - <https://www.contractsfinder.service.gov.uk/Notice/b8480670-12c9-40fc-ba91-c66a5fe71009>
5. **Contract Review: For each supplier, please state the date of when the contract will be reviewed.** Not yet decided.

6. **Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.** This information can be found using the following two links:
 - <https://www.contractsfinder.service.gov.uk/Notice/91843f06-4774-491c-911a-43d28625ee0c>
 - <https://www.contractsfinder.service.gov.uk/Notice/b8480670-12c9-40fc-ba91-c66a5fe71009>
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.** - I can confirm the agency holds the information that you have requested however, it is exempt from disclosure under section 40(2) of the FOIA, because it constitutes personal data.
8. **Number of Agents; please provide me with the total number of contact centre agents;** The total number is 23.
9. **Number of Sites; please can you provide me with the number of sites the contact centre covers.** The number of sites the contact centre covers is 2.
10. **Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?** Symity.
11. **Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?** INSS use a hybrid Exchange environment, consisting of Exchange 2016 and Exchange Online.
12. **Number of email users: Approximate number of email users across the organisations.** This is determined by the number of E1 and E5 license currently in use, which is approximately 2300 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 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.** This information can be found using the following link:
 - <https://www.contractsfinder.service.gov.uk/Notice/a6efee12-5865-4cd9-b839-936f74c55291>
2. **Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.** This information can be found using the following link:
 - <https://www.contractsfinder.service.gov.uk/Notice/a6efee12-5865-4cd9-b839-936f74c55291>
3. **Contract Expiry: For each supplier, please state the date of when the contract expires.** This information can be found using the following link:
 - <https://www.contractsfinder.service.gov.uk/Notice/a6efee12-5865-4cd9-b839-936f74c55291>

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed. Not yet decided.

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. This information can be found using the following link:

- <https://www.contractsfinder.service.gov.uk/Notice/a6efee12-5865-4cd9-b839-936f74c55291>

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. I can confirm the agency holds the information that you have requested however, it is exempt from disclosure under section 40(2) of the FOIA, because it constitutes personal data.

Exemptions

Section 40(2) – Personal data

Personal data can only be released if to do so would not contravene any of the data protection principles set out in Article 5(1) of the UK General Data Protection Regulation. This is an absolute exemption and does not require a public interest test.

In the case of the personal information contained in the attached documents, the individuals to whom the information relates would not have reasonably expected the information to be released outside of the Insolvency Service.

As such, the legitimate interests in releasing the information do not outweigh the rights and interests of these individuals. The release of the requested personal information in this instance would be unlawful and therefore in contravention of the lawfulness principle at Article 5(1)(a) of the UK GDPR.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here:

<https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>