



Further to your information request FOI/EIR 24/25-212, please find your question and our response below.

**Request:**

Could the council, please confirm the below information?

Unified Communications

1. The manufacturer of the council's unified communications software.
2. The provider (the company that you signed the contract with) for your unified communications software.
3. Contract end date for your current unified communications software.
4. Do you have any extensions available on your current contract for the councils unified communications software? If so, please give full details.

Contact Centre

1. Is the council's contact centre outsourced? If so, to who?
2. How many contact centre agents does the council employ?
3. The manufacturer of your contact centre software
4. The provider (the company that you signed the contract with) for your contact centre software.
5. Contract end date for your current contact centre software.
6. Do you have any extensions available on your current contract for the council's contact centre software? If so, please give full details.

**Response:**

In accordance with Section 16(1) of the FOI Act, the Council has a duty to provide advice and assistance to you, as far as it is reasonable to do so. We can advise that the Council does not respond to unsolicited requests regarding sales, procurement, and commissioning.

Departments must follow a strict procedure as the council has a responsibility to spend public money to achieve the best possible value and outcomes for its citizens whilst maximising the wider social, economic, and environmental benefits. We can direct you to the Council's website pages for procurement opportunities, events and how to sell to the Council:

<https://www.eastcambs.gov.uk/east-cambs-district-council/doing-business-council>

This concludes your request FOI/EIR 24/25-212.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach [foi@eastcambs.gov.uk](mailto:foi@eastcambs.gov.uk) and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.