



Further to your information request FOI/EIR 24/25-144, please find your question and our response below.

Request:

Mobile phones

Who is your current mobile phone provider?

How many mobile connections?

When is the contract up for renewal?

How long do you contract for (24 or 36 months)?

The email address of the primary contact for this contract?

SIP Trunking

Have you implemented SIP?

If yes, when does the contract expire?

Who is your SIP provider?

The email address of the primary contact for this contract?

Team Licences

Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences?

If not, is that something you are considering?

Telephony

What is your current telephony system?

How many users of the telephony system?

When is the contract up for renewal?

The email address of the primary contact for this contract?

Contact Centre

What contact centre solution is the council using?

How many agents does the contact centre employ?

How many agents are concurrently working?

What is the cost of the contract for the contact centre solution?

When is the contract for the contact centre ending?

How long do you usually contract for?

The name of the relevant contact?

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 24/25-144.

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 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.