



Reference: FOI3508

1. Do you use a multi-channel communication solution in your contact centre?

Response: The system has the capability, but it is not in use at this time.

2. What is the name of the supplier that provides the communication solution?

Response: AVAYA

3. When is your contract end date with the above supplier?

Response: 14th Feb 2022 (+2 year option taking it to 2024)

4. Do you intend on remaining with your incumbent when your current contract is up for renewal?

Response: Any decision to remain would be based on current market options.

5. Which department team looks after this contract aside from Procurement?

Response: Brad Osbourne Network Infrastructure Manager ENGIE ICT *

6. Who is the main contact responsible for the contact centre solution contract?

Response: Mark Parry Procurement Manager (NTC)/ Brad Osbourne Network Infrastructure Manager (ENGIE)*

I would advise you that if you wish to use the information we have provided to target individuals with direct marketing materials such as email, you need to be mindful of your obligations under the Privacy and Electronic Communications (EC Directive) Regulations 2003. I therefore strongly advise you to obtain the explicit permission of the staff member(s) before sending an unsolicited email.

* **_Organisations can only send unsolicited marketing by electronic mail where the individual has specifically requested it, i.e. they have opted in._**

You also need to be mindful that if you sell, give or share any information we have provided in response to your request to third parties, this could constitute a breach of the Data Protection Act 2018.