

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)*

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