

Please input information below:		
<b>PART 1- Contact Centre Contact(s)</b>		
	Avaya AACCC6	Red Box Recorders
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	BT	Red Box
Annual Average Spend: the annual average (over 3 years) spend for each supplier	Amounts not available at this level of detail	£28,841.52 per annum - 2 years, including initial purchase and annual maintenance
Contract Expiry: the date of when the contract expires.	Nov-17	Mar-18
Contract Review: the date of when the contract will be reviewed.	May-17	Sep-17
Contract Description: a brief description of the services provided of the overall contract.	Contact Centre Solution - Inbound and Outbound Telephony	Call Recording (Audio & Screen)
Contact Details: 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.	ICT Applications Manager	ICT Applications Manager
Number of Agents; please provide me with the total number of contact centre agents;	19.75	See left
Number of Sites; please can you provide me with the number of sites the contact centre covers.	One	One
Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?	Avaya	RedBox
Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g. JAN-MAR, APR, JUNE.	January, March, April & July (2014/15)	See left
Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?	Exchange 2007 & 2013 (Corporate) Exchange 2010 & 2013 (Education)	See left
Number of email users: Approximate number of email users across the organisations.	Approx 1900 (Corporate) Approx 3100 (Education)	See left
<b>PART 2- Inbound Network Services</b>		
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	BT & Vodafone	
Annual Average Spend: the annual average (over 3 years) spend for each supplier	n/a	
Contract Expiry: the date of when the contract expires.	n/a	
Contract Review: the date of when the contract will be reviewed.	n/a	
Contract Description: a brief description of the services provided of the overall contract.	Out of Hours Emergency, Adult Protection Unit, Anti-Social Behaviour, Contact Centre Services, Schools Information Service	
Contact Details: 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.	ICT Infrastructure Manager	