

Please input information below:

PART 1- Contact Centre Contact(s)

Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier
Annual Average Spend: the annual average (over 3 years) spend for each supplier
Contract Expiry: the date of when the contract expires.
Contract Review: the date of when the contract will be reviewed.

Contract Description: a brief description of the services provided of the overall contract.

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.
Number of Agents; please provide me with the total number of contact centre agents;
Number of Sites; please can you provide me with the number of sites the contact centre
Manufacturer of the contact centre: Who is the manufacturer of the contact centre system
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
Do you use Microsoft Exchange 2003 as your email server? If not, then which product do
Number of email users: Approximate number of email users across the organisations.

PART 2- Inbound Network Services

Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier
Annual Average Spend: the annual average (over 3 years) spend for each supplier
Contract Expiry: the date of when the contract expires.
Contract Review: the date of when the contract will be reviewed.
Contract Description: a brief description of the services provided of the overall contract.

Contract 1

Serco Ltd

£1,930,000

31/08/2016

Currently reviewing extension option
Multi-Channel Contact Centre, including staff,
infrastructure and hardware and software as
necessary.

Contract 2

Craig Lewis Procurement and Contracts Manager,
clewis@companieshouse.gov.uk 02920 380638

66.5 FTE

1

Unify Enterprise Communications

Jun, Jul, Sep, Jan, Feb

Outlook

14

BT - inbound number (03) - Budgetary

2013/14 - £51,000

2014/15 - £51,000

2015/16 - £18,000

Rolling

N/A

Inbound Numbering (03) Service

Contact Details: The person from within the organisation responsible for the contract. Please

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