

Details

RFx ID :	25844553
Tender Name :	Telephony Solution Replacement Project
Reference # :	2976-21/22
Open Date :	Monday, 23 May 2022 2:30 PM (Pacific/Auckland UTC+12:00)
Close Date :	Friday, 8 July 2022 4:00 PM (Pacific/Auckland UTC+12:00)
Department/Business Unit :	Business Support
Tender Type :	Registration of Interest (ROI)
Tender Coverage :	Sole Agency [?]
Categories :	- 43220000 - Data Voice or Multimedia Network Equipment or Platforms and Accessories
Regions:	- New Zealand
Required Pre-qualifications :	None
Contact :	Via GETs
Alternate Physical Delivery Address :	
Alternate Physical Fax Number :	

Overview

Environment Canterbury (ECan) currently has an out of date Telephony System, that is utilised to route and manage inbound calls to Agents, across two distinct business areas, via a series of IVR's and queues.

We are looking to work with a New Zealand based supplier, who can offer a replacement / upgraded Telephony solution, that meets the requirements of ECan and is fully supported via a structured support agreement

We anticipate the supplier, working collaboratively with the end users and our IT support team, will design, build, configure, and test the solution in readiness for handover to ECan and post deployment will support the solution in line with the agreed support model