

REQUEST	15937	RESPONSE
<p>As per my records, Netcall and Capita contracts expired in December. Please provide the latest contract updates.</p>		<p>The Telephony and Contact Centre are part of the new IT Contract with Agilisys which was signed on the 2<sup>nd</sup> of February 24 following a compliant competitive dialogue procedure.</p> <p>Netcall's contract for the ongoing provision of licences and maintenance for the Contact Centre Telephony System was extended from 24 December 2023 – 23rd December 2024. In order to cover the procurement and implementation of this new wider, overarching ICT commission. Transfer of this contract will form part of the wider programme of ICT Transformation.</p> <p>The same applies to the Capita commission whose remit has been subsumed by the new Agilisys contract for wider ICT services for Wigan Council.</p>