

**REQUEST FOR INFORMATION
UNDER THE
NETWORK SERVICES 3 AGREEMENT (RM6116)
REFERENCE NO: NFNPA-00001
LOTS COVERED: Lot 4a & 4b**

Commonly asked Question and Answer List

- **When will the Staff Survey Result be published, and where can I find these?**
 - Results will be published on Monday 25th September 2023 and will be detailed as a link on the webpage as well as sent in a condense format within emails.
- **When can I bid and provide information?**
 - We shall conclude the RFI on 29th September 2023. All interested parties who have given an expression of interest (EOI) will be contacted on 6th October 2023 with an invitation to tender (ITT).
- **Telephone Questions**
 - Headsets with microphones, handsets will not be needed bar for reception.
 - Reception will require a desk phone with wireless headset capability
 - We will require user training for receptionist and hot line users. We also expect some training for administration as will.
 - The main switchboard has 4 options, the main lines used are for the planning hotline, informative messages and the reception desk
 - The switchboard is answered by several staff members, and will need access to calls depending on who is covering the phone lines
 - We use a PC (windows) operating system
 - Mobiles used by staff as both Android and IOS
- **When is the work expected to take start?**
 - Ideally we'd like the work started by mid-November and ending in December.

