

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 03 May 2023.

I am pleased to confirm the following.

1. **Contact centre contract(s)**
2. **Inbound network services contract (s)**

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. **Advanced call distribution to control the flow of calls and maximise customer experience**
2. **Email, website live chat and integrations with popular social media apps like Facebook and Instagram**
3. **Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

1. **Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

Cisco. Microsoft.

2. **Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.**

Cisco: ~£15K. Microsoft: Very difficult to give a value as the contact centre is part of a suite of products.

3. **Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**

Cisco: Feb 2021 thru Feb 2026. Microsoft: Feb 2022 thru Feb 2025.

4. Contract Expiry: For each supplier, please state the date of when the contract expires. As Above.

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

Typically, 6 months before contact end.

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

Cisco: Call Manager & Contact Centre licences. Microsoft: O365 licences.

7. Contact Details: For each supplier, please state 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. At the very least please provide me with their actual job title.

Head of IT Technical Services.

8. Number of Agents; please provide me with the total number of contact centre agents.

~400.

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

The contracts are not site specific.

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Cisco. Microsoft.

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

No. Office 365.

12. Number of email users: Approximate number of email users across the organisations.

~5000.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. **0800, 0845, 0870, 0844, 0300 number**
2. **Routing of calls**
3. **Caller Identifier**
4. **Caller Profile- linking caller details with caller records**
5. **Interactive voice response (IVR)**

For a contract relating to the above please can you provide me with?

1. **Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

BT.

2. **Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.**

~£120K

3. **Contract Expiry: For each supplier, please state the date of when the contract expires.**

June 2025.

4. **Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

Typically, 6 months before contract end.

5. **Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Inbound/outbound call bearers & 3001 DDI numbers.

6. **Contact Details: For each supplier, please state 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.**

Head of IT Technical Services.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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