Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Tuesday 26th September 2023. I am pleased to confirm the following.

1.   Contract Type: Maintenance, Managed, shared (If so, please state orgs).

Technical Support.

2.   Existing Supplier: If there is more than one supplier, please split each contract up individually.

CAE.

3.   Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider.

~£55K

4.   Hardware Brand: The primary hardware brand of the organisation's telephone system.

Cisco.

5.   Number of telephone users:

~5000

6.   Contract Duration: please include any extension periods.

5 Years.

7.   Contract Expiry Date: Please provide me with the day/month/year.

02/2026

8.   Contract Review Date: Please provide me with the day/month/year.

09/2025

9.   Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.

As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Please speak to your doctor or nurse if you have any concerns.

Chief Executive: Joe Harrison

Chair: Alison Davis

Cisco UCCX, Cisco Unity.

10. Telephone System Type: PBX, VOIP, Lync etc.

VOIP, Teams.

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

 Technical Support as and when needed and software upgrades.

12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Head of IT Tech Services.

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider.

 If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1.   Number of telephone Users:

 ~5000

Hardware Brand: The primary hardware brand of the organisation's telephone system.

 Cisco.

3.   Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.

Cisco UCCX, Cisco Unity.

4.   Contact Detail: Of the person from with the organisation responsible for telephone.

Head of IT Tech Services.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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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