

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 19 June 2019.

I am pleased to confirm the following.

- 1. Contract Type: Maintenance, Managed, Shared (If so please state orgs).**
PBX is managed in house.
- 2. Existing Supplier: If there is more than one supplier please split each contract up individually.** NA
- 3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider.** N/A
- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system.** Cisco
- 5. Number of telephone users:** 2000 extensions.
- 6. Contract Duration: please include any extension periods.** NA
- 7. Contract Expiry Date: Please provide me with the day/month/year.** NA
- 8. Contract Review Date: Please provide me with the day/month/year.** NA
- 9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
Telephony, Contact Centre Voicemail/VR, Switchboard Call Management, Presence.,
- 10. Telephone System Type: PBX, VOIP, Lync etc.** VOIP.
- 11. Contract Description: Please provide me with a brief description of the overall**

service provided under this contract. NA

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. N/A

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

Please note individuals details are exempt under Section 40, Personal Information (where disclosure may contravene the Data Protection Act) unless permission to release is given or the information is already in the public domain.

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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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