

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 25 November 2022.

I am pleased to confirm the following.

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

We have an Enterprise Agreement with Subscriptions for user licences for Cisco & Microsoft products.

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

Very hard to detail as the contact centre elements are subset's of licences.

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

Length of enterprise agreement, MS is 3 years, Cisco is 5 years.

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

Enterprise Agreements end: MS = February 2025, Cisco = March 2026.

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

Enterprise Agreement: MS = 2024, Cisco = March 2026.

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

Inbound telephony services, call queuing, IVR, call transfer, basic reporting.

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.

CIO.

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

350.

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

1 & WFH.

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.

5300

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)

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

5 = Cisco, we have a support agreement in place for the Cisco IVR. We don't use any IVR services from a carrier.

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

As above.

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

As above.

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

As above.

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

We don't have option 1, 2 (other than delivery of calls to the premises). 3, (Other than being passed the callers number). 4.

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.

CIO.

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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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