

<b>Money and Pensions Service Telephone System Maintenance Contract Details:</b>		<b>Desktop Telephony Contract</b>	<b>Pensions Advisory Service Contact Centre Contract</b>	<b>Pilot of Adviser Capacity and Efficiency (PACE) Contact Centre Contract</b>
<b>a</b>	<b>Contract Type: Maintenance, Managed, Shared (If shared please state the organisation it is shared with)</b>	Desktop telephony - Software as a Service	Contact Centre, Pensions Advisory Service - Managed Service contract	Pilot of Adviser Capacity and Efficiency (PACE) Contact Centre - Managed Service contract
<b>b</b>	<b>Existing Supplier: If there is more than one supplier please split each contract up individually.</b>	Microsoft	4net	Ciptex
<b>c</b>	<b>Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider.</b>	<b>Commercially sensitive: Section 43 exemption applies</b>	<b>Commercially sensitive: Section 43 exemption applies</b>	<b>Commercially sensitive: Section 43 exemption applies</b>
<b>d</b>	<b>Hardware Brand: The primary hardware brand of the organisation's telephone system.</b>	None, software only using Microsoft Teams	Avaya and Enghouse software only	Twilio Flex and Zendesk software only
<b>e</b>	<b>The number of telephone users:</b>	Approximately 350	Approximately 100	Up to 80
<b>f</b>	<b>Contract Duration: please include any extension periods.</b>	1 year	1 year	18 Months
<b>g</b>	<b>Contract Expiry Date: Please provide me with the day/month/year.</b>	30 <sup>th</sup> September 2020	28 <sup>th</sup> May 2020	September 2021
<b>h</b>	<b>Contract Review Date: Please provide me with the day/month/year.</b>	1 <sup>st</sup> May 2020	1 <sup>st</sup> February 2020	1 <sup>st</sup> January 2021
<b>i</b>	<b>Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.</b>	Not applicable	Managed service PBX providing contact centre services	Managed service PBX providing contact centre services
<b>j</b>	<b>Contract Description: Please provide me with a brief description of the overall service provided under this contract.</b>	Microsoft Office 365 services, via E5 subscription	Managed contact centre services	Managed contact centre services for PACE project

k	<b>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.</b>	Crown Commercial Service G-Cloud framework	Through competitive tender	Crown Commercial Service G-Cloud framework
l	<b>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.</b>	██████████, Chief Technology Officer, ██████████ <a href="mailto:██████████@maps.org.uk">@maps.org.uk</a>	██████████ Chief Technology Officer, ██████████ <a href="mailto:██████████@maps.org.uk">@maps.org.uk</a>	██████████, Chief Technology Officer, ██████████ <a href="mailto:██████████@maps.org.uk">@maps.org.uk</a>