

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

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| k | 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. | Crown Commercial Service G-Cloud framework | Through competitive tender | Crown Commercial Service G-Cloud framework |
| l | 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. | ██████████, Chief Technology Officer, ██████████ @maps.org.uk | ██████████ Chief Technology Officer, ██████████ @maps.org.uk | ██████████, Chief Technology Officer, ██████████ @maps.org.uk |