

## Request and Response

Please confirm the manufacturer of your telephony system(s) that are currently in place?

- Our system is Microsoft Teams/Skype and Avaya (which is being phased out.)  
In favour of Microsoft products, we are licenced for.

When was the installation date of your telephony equipment?

- Approximately 5.5 years ago.

Who maintains your telephony system(s)?

- Our telephony handsets are soon to be end of life, and we are in the process of moving to WIFI Calling. Our telephony equipment is maintained under our Crown Commercial Contract with 4 Net.

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

- Per annum £168,000.

When is your contract renewal date?

- We are 2 years into a 4-year possible contract with 2 further extensions available, so not until Q3 2021.

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

- Service Now is our Contact Centre System.

When was the installation date of your contact centre infrastructure?

- Q3 2017 when the FSA purchased its own instance from Service Now.

Who maintains your contact centre system(s)?

- Our Helpdesk is provided by Little Fish via service Now on a Crown Commercial contract.

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

- Per Annum £ 387,000.

How many contact centre employees/agents do you have?

- We do not employ the service desk staff; this is under our managed service contract with Little Fish.

When is your contract renewal date?

- We are 2 years into a 4-year possible contract with 2 further extensions available, so not until Q3 2021.

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

- We use Teams and Skype under our Microsoft Contract.

How many employees do you have overall within your organisation?

- 1500 Employees across the Food Standards Agency.

Who currently provides your calls and lines?

- 4 Net via the mandated government contract with Crown Commercial Services.

What is your current annual spend on calls and lines?

- Annual Spend £168,000.

When is your contract renewal date?

- Not until Q3 2021 or if we take the 1-year extension due then 2022.

Are you using SIP or ISDN?

- We use ISDN.

Do you use a wide area network?

- We use a WAN via Exponential-e.

All our IT contracts are provided by mandated Crown Commercial Services Framework contracts. To register for opportunities suppliers can call 0345 410 2222.