

# Managed Service Agreement

Contract No: HC:1407164034

**To Confirm Order & Acceptance of Terms & Conditions, Please Sign Part 5 & Email back to [joshfp@cisco.com](mailto:joshfp@cisco.com)**

## PART 1 – SUPPLIER DETAILS (“The Company”)

Healthcare Communications UK Limited, a company registered in England under number 4084131 whose registered office is Stewart House, Royal Court, Brook Street, Macclesfield, Cheshire, SK11 7AE

## PART 2 – CLIENT DETAILS

**Organisation:** St Helens and Knowsley (Mersey and West Lancashire Teaching Hospitals NHS Trust)

**Address 1:** Whiston Hospital

**Address 2:** Warrington Road

**Address 3:** Prescott

**Tel:**

**County:**

**Fax:**

**Postcode:** L35 5DR

**URL:**

## PART 3 – SERVICE DETAILS

**A) Order Contact:** Francine Daly

**Tel:**

**B) System Type:** Patient Experience

**E-mail:**

**C) Product(s):** FFT

### Additional Information

**D) Organisational Type:** Acute

Support & License: Paid up front

**E) Initial licence period:** 6 months

Valid: 01/08/2023 – 31/01/2024

**F) Special conditions:**

Messaging Payment: Monthly in arrears

FFT Contracted option to extend (3 of 3) CARAS2

## PART 4 – INVOICE SCHEDULE & ITEMISED COSTS

Product	Quantity	Sales Price	Total Price
SMS - Patient Exp - SMS F2EU inbound	77,424.00	£0.04315	£3,340.85
SMS - Patient Exp - SMS F2EU outbound	598,386.00	£0.03315	£19,836.50
Transcription - Postcards	4,728.00	£0.25	£1,182.00
Support & License - Local Survey (Self Serve)	1.00	£4,996.00	£4,996.00
Support & License - FFT Online Survey	1.00	£450.00	£450.00
Support & License - FFT data processing & analytics suite	1.00	£2,500.00	£2,500.00
IVM - Patient Exp - (Landline per minute)	16,860.00	£0.031	£522.66
Courier - Collections	12.00	£32.00	£384.00

## PART 5 – CONFIRMATION

**Signed:** X *Stredfern*

X

**Name (IN FULL):** X STREDFERN

X

**Position:** X *Director Nursing, Midwifery & Governance*

X

I confirm that I have the necessary authorisation to sign this agreement on behalf of the organisation referred to in Part 1. I / we understand and accept HC's terms and conditions for the supply of managed services that apply to this contract for services.

**Contract Date:** 01/08/2023

**Support & license:** £7,946.00

**Message Costs:** £24,882.00

**Courier:** £384.00

**SUB-TOTAL:** £33,212.00

**VAT:** £6,642.40

**TOTAL:** £39,854.40

For office use only

**Checked:**

**Signed on behalf of HCUK:**



**Authorised:**

**Name (IN FULL):**

**Josh Panther**