

FOI 1015 19 - Attachment 1

Contract Type	Exisiting Supplier	Average Annual Spend	Hardware Brand	Number of Users	Contract Duration	Contract Expiry Date	Contract Review Date	Applications	Telephone System	Description	Go to Market	Contract Detail
Maintenance	Maintel	25,861	Mitel	2,500	24 Months	30/09/2021	01/04/2020	Contact Centre Call Logging Call Recording Directory Services Voicemail	VoIP	Hardware and software maintenance for Mitel telephone system	CCS Framework	Paul Solloway Head of ICT paul.solloway@wales.nhs.uk 01267266398
Maintenance	Netcall	32,906	Netcall	50	12 Months	23/03/2020	Not applicable	Contact Centre	Contact Centre	Hardware and software maintenance for Netcall Contact Centre	Direct award	
Maintenance	Getronics	102,826	NEC Phillips	4,200	12 Months	31/07/2020	Not applicable	Voicemail	PABX	Hardware and software maintenance for NEC Philips telephone system	Single Tender Action	