

**FOI 3065 - Attachment 1**

<u>Contract Type</u>	<u>Existing Supplier</u>	<u>Average Annual Spend</u>	<u>Hardware Brand</u>	<u>Number of Users</u>	<u>Contract Duration</u>	<u>Contract Expiry Date</u>	<u>Contract Review Date</u>	<u>Applications</u>	<u>Telephone System</u>	<u>Description</u>	<u>Go to Market</u>	<u>Contract Detail</u>
Maintenance	Maintel	25,862	Mitel	2,500	24 Months	30/09/2021	01/04/2021	Contact Centre Call Logging Call Recording Directory Services Voicemail	VoIP	Hardware and software maintenance for Mitel telephone system	CCS Framework	<p align="center">Paul Solloway Head of ICT paul.solloway@wales.nhs.uk 01267266398</p>
Maintenance	Netcall	32,906	Netcall	75	12 Months	23/03/2020	Not applicable	Contact Centre	Contact Centre	Hardware and software maintenance for Netcall Contact Centre	Direct award	
Maintenance	Getronics	118,373	NEC Phillips	4,200	12 Months	31/07/2020	Not applicable	Voicemail	PABX	Hardware and software maintenance for NEC Phillips telephone system	Single Tender Action	