

EOI 20396 - Attachment 1

Questions							
Q1. Please provide contract details for your hardware device supply and lifecycle arrangements.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
Desktop PCs	Dell	Optiplex desktop.	No contract	£15,849.00	Not applicable	Digital Workplace Solutions 2	5,700
Laptops	Dell	Latitude Laptops	No contract	£1,725,797.00	Not applicable	Digital Workplace Solutions 2	5,800
Device-as-a-Service (DaaS) / managed device contract	Not applicable						
Definition: Includes contracts for the purchase, leasing, refresh, or Device-as-a-Service (DaaS) supply of desktop PCs and laptop							
Smartphones	EE/Vodafone	Samsung Enterprise Devices	No contract	£101,483.08	Not applicable	National Clinical Framework (NCF)	5,400
Tablets	ADVANIA UK CCS LTD	iPads / Samsung Enterprise Devices	No contract	£24,681.61	Not applicable	CCS Technology Products & Associated Services 2 (RM6098)	990
Other mobile devices (please specify)	Not applicable						
Definition: Includes smartphones and tablets purchased, leased, or provided under a managed device agreement.							

Q2. Please provide contract details for your Mobile Device Management (MDM) or Unified Endpoint Management (UEM) platform.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
MDM / UEM platform	Digital and Health Care Wales (DHCW)	Microsoft Intune	30-Jun-26	£3,606,411.00	12 Months	Service Level Agreement (SLA) with DHCW	Not applicable
Definition: MDM/UEM is software used to manage, secure, and monitor endpoints including smartphones, tablets, laptops, and PCs — e.g. Microsoft Intune, VMware Workspace ONE, Jamf.							

Q3. Please provide contract details for your collaboration and productivity platforms.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
Microsoft 365 / Google Workspace (productivity suite)	DHCW	M365	30-Jun-26	£3,606,411.00	12 Months	SLA with DHCW	F3 - 8,886 E5 - 5,635
Microsoft Teams (if contracted separately)	As per above						
Other messaging platforms in operational use (e.g. WhatsApp Business, Signal, Pando, Accurx — please specify)	Not applicable						
Definition: Includes enterprise productivity suites (e.g. Microsoft 365, Google Workspace) and any separately contracted messaging or communication applications used operationally.							

Q4. Please provide contract details for your printing arrangements.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
Standard printers	Various suppliers - Section 12 & 16 applied	HP Printers	No contract	£17,239.94	Not applicable	CCS Technology Products & Associated Services 2 (RM6098)	930
Multi-Function Devices (MFDs)	Vision Office Technical Services Ltd	Ricoh MFDs	31/03/2028	Section 43 applied	3 years	WGCD-ICT-124-23 Regulation – PCR2015 (Welsh Government Framework)	290
Managed Print Service (MPS)	Not applicable						
3D printers (if applicable)	Not applicable						

Section 16, 43 printers were purchased from Advantia, during the 2025/26 financial year.

Q5. Please provide contract details for your IT service desk and helpdesk tooling.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
ITSM / helpdesk platform	Tet Limited	FreshService	19/12/2027	Section 43 applied	3 years	NHS Shared Business Services (SBS) Digital Workplace Solutions Framework (SBS/19/AB/WAB/9411)	128
Definition: Includes IT Service Management (ITSM) platforms used to manage helpdesk and service desk operations — e.g. ServiceNow, Ivanti, Freshservice, Jira Service Management.							

Q6. Does your trust use Robotic Process Automation (RPA) or IT automation / orchestration tools? If yes, please provide contract details.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
RPA platform	Automation Anywhere	Automation Anywhere	31/03/2028	Section 43 applied	3	NPS IT Products and Services (ii) Framework Agreement (NPS-ICT-0094-19)	2
IT automation / orchestration tool	Not applicable						
Definition: RPA software automates repetitive, rule-based administrative tasks by replicating human interactions with digital systems — e.g. UiPath, Blue Prism, Automation Anywhere. IT orchestration tools include Ansible, Puppet, and Microsoft Azure Automation.							

Q7. How many people are currently employed in your trust's IT department (full-time equivalents)?	63 (within Digital Operations)
Is your trust's IT function primarily insourced, outsourced to a third party, or a hybrid arrangement? (Insourced / Outsourced / Hybrid — please specify lead provider if outsourced or hybrid)	Insourced

Where a service is delivered as part of a managed service or outsourcing agreement, please still provide the primary contract details and indicate the scope of services covered. If multiple suppliers exist within a category, please list all relevant contracts. If your organisation does not hold a contract in a particular category, please state 'Not applicable' or 'Not held'.