

<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>
Maintenance	Maintel	£ 103,543.11	Mitel	3,200	12 Months
Maintenance	Netcall	£ 62,695.59	Netcall	75	3 Years
Maintenance	Getronics	£ 133,198.15	NEC Phillips	4,471	12 Months
Managed	Microsoft	£ -	N/A	100	5 Years

FOI.9879 - Attachment 1

<u>Contract</u> <u>Expiry Date</u>	<u>Contract</u> <u>Review Date</u>	<u>Applications</u>	<u>Telephone</u> <u>System</u>
30/09/2023	Not applicable	Contact Centre Call Logging Call Recording Directory Services Voicemail Switchboard Services	VoIP
24/03/2025	Not applicable	Contact Centre	Contact Centre
31/07/2023	Not applicable	Voicemail	PABX
30/06/2027	Not applicable	Microsoft Teams Voice System	VOIP

Description**Go to Market**

Hardware and software maintenance for Mitel telephone system

CCS Framework

Hardware and software maintenance for Netcall Contact Centre

Direct award

Hardware and software maintenance for NEC Philips telephone system

Single Tender Action

Software subscription for Microsoft Teams Voice, this is now an integral part of our new agreement so unable to separate costs and we will be migrating circa 5,000 users to this new service.

All Wales Enterprise Agreement

Contract Detail

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