

Reference:	FOI.10349.22
Subject:	Centre contracts
Date of Request:	23 November 2022

Requested:

Further to the original Facilities Management request, the contract below has expired. Please provide the current status.

Maintel Ltd

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- 1. Contact centre contract(s)**
- 2. Inbound network services contract (s)**

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
4. Contract Expiry: For each supplier, please state the date of when the contract expires.
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.
8. Number of Agents; please provide me with the total number of contact centre agents;
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

12. Number of email users: Approximate number of email users across the organisations.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Response:

Hywel Dda University Health Board (UHB) can confirm that the Maintel contract referred to in your request has been rolled over and is being renewed on an annual basis, pending our migration to Cloud and Microsoft Teams voice.

The UHB has therefore applied a section 21 exemption to this request as the information is reasonably accessible within the public domain, having been previously provided to you in response to FOI.8350. Should you no longer have access to the previously issued response, this information can be accessed via disclosure at: [Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/foi/disclosure-log)