

Reference:	FOI.15319.24
Subject:	Telephone maintenance contract
Date of Request:	19 September 2024

Requested:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates.

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)
2. Existing Supplier: If there is more than one supplier, please split each contract up individually.
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Guidance for request

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider.

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

- a. Number of telephone Users:
- b. Hardware Brand: The primary hardware brand of the organisation's telephone system.
- c. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
- d. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract. If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract?

Response:

Hywel Dda University Health Board (UHB) has applied a Section 21 exemption of the Freedom of Information Act 2000 (FoIA), to part of question 13, as the contact details requested are already in the public domain and are accessible by another means.

Contact details for the UHB's Executive Directors are available on the UHB's website. For ease of reference, the link has been provided below, which will take you to the relevant webpage:

[Board members - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/about-us/our-organisation/boards-and-committees/boards/health-board-members/)

However, the information not covered by the Section 12 exemption is provided within the table below.

1. Contract Type	Maintenance and Managed	
2. Existing Supplier	Maintel	Getronics
3. Annual Average Spend	£59,971.10	£112,356.12
4. Hardware Brand	MITEL	Philips
5. Number of telephone users	Approximately 4,500	
6. Contract Duration	1 year	1 year
7. Contract Expiry Date	30/09/2024	31/07/2025
8. Contract Review Date	1/6/2024	Not being renewed
9. Application(s) running on PBX/VOIP systems	Voice Mail	None
10. Telephone System Type	PBX	PBX
11. Contract Description	Maintenance of PBX hardware and Software, phone licences, support of contact centre solution, voice mail system, Interactive Voice Response (IVR) system	Maintenance of PBX hardware and software.
12. Go to Market	CCS Framework RM6116 Network Services 3	Single Tender Action – SQT/HDDA/GM
13. Contact Details	Overall responsibility sits with Huw Thomas, Executive Director of Finance. Contact details – Section 21 exemption applied	