



Cyfarfod Cyhoeddus y Bwrdd/ Public Board Meeting

DYDDIAD Y CYFARFOD: DATE OF MEETING:	24 September 2026
TEITL YR ADRODDIAD: TITLE OF REPORT:	Procurement Report
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Executive Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Gemma Deverill, Deputy Head of Procurement

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

The purpose of this report is to inform Members of the outcome of the procurement exercises which have been undertaken on behalf of Hywel Dda University Health Board (HDdUHB):

1. Outcome of the following procurement exercises which have been undertaken on behalf of Hywel Dda University Health Board (HDdUHB). In line with Welsh Government approval procedures, the Health Board is required to approve the following new contract, as it has a cumulative contract value in excess of £1m over the term of the contract for HDdUHB.

Please note: Item 1d has been retrospectively added to the Procurement Report outside the Finance and Performance Committee process, owing to timing issues.

Cefndir / Background

1. Procurement Outcomes:

- a) Rubrik Portfolio Renewal

Duration of Contract	Supplier	Current Annual Contract Value (Ex VAT)	Proposed Annual Value of New Contract (Ex VAT)	Maximum Anticipated Total Value of New Contract (Ex VAT)
01 October 2026 to 30 September 2030, with an option to extend to 30 September 2032	Softcat Plc	£350,000.00	£397,754.88	£2,386,529.20

b) Telephony Modernisation Subscription Renewal

Duration of Contract	Supplier	Current Annual Contract Value (Ex VAT)	Proposed Annual Value of New Contract (Ex VAT)	Proposed Total Value of New Contract (Ex VAT)
01 October 2026 to 30 September 2028, with an option to extend to 30 September 2029	Maintel Europe Limited	£361,959.70	£333,327.02	Initial Contract Value £666,654.04 Total including extensions £999,981.06

c) Contract Change Notice for The Microsoft Enterprise Agreement

Duration of Contract	Supplier	Current Annual Contract Value (Ex VAT)	Proposed Annual Value of New Contract (Ex VAT)	Proposed Total Value of New Contract (Ex VAT)
14 October 2026 – 13 October 2027	Trustmarque Solutions Limited	£4,651,324.93	£4,907,956.87	£23,513,256.61

d) All Wales Continence Products

Duration of Contract	Supplier	Current Annual Contract Value (Ex VAT)	Proposed Annual Value of New Contract (Ex VAT)	Proposed Total Value of New Contract (Ex VAT)
01 September 2026 to 28 February 2027, with an option to extend to 31 August 2027	Ontex Ltd	£988,043.42	£988,043.42	Initial Contract Value £494,021.62 Total including extension £988,043.42

Asesiad / Assessment

1. Procurement Outcomes:

a) Proposed outcome for the tender exercise: Rubrik Portfolio Renewal

The HDdUHB Digital Directorate is looking to award a contract to renew its current Rubrik licence portfolio into one co-termed agreement. Rubrik technology forms a critical component of the Health Board's Cyber Security and Data Protection Framework, providing immutable backup, rapid recovery, ransomware detection, and protection of highly sensitive clinical and

corporate data. The solutions are used extensively across the organisation to safeguard confidential patient information and ensure HDdUHB can maintain continuity of services in the event of a cyber incident, system failure, or malicious attack.

Over several years, HDdUHB has procured multiple Rubrik solutions, as detailed below, under separate contracts to support different elements of its cyber resilience and data protection strategy. These contracts now have varying expiry dates and support arrangements, creating operational complexity and increased administrative overhead. The new contract will co-term these arrangements.

Contract Title	Contract Start Date	Current Contract End Date
Rubrik Backup Licences	01/01/2025	30/09/2026
Rubrik Solution for Medical Records	01/02/2024	31/01/2027
Rubrik Microsoft Office 365 Solution	01/04/2024	31/03/2027
Rubrik Cloud Archive	05/05/2026	04/05/2027

It is important to note that the Rubrik Solution for Medical Records may not require renewal following expiry at the end of January 2027, due to the renewal of the Health Board's Electronic Document and Records Management System (EDRMS), which is likely to move these patient records away from on premise storage.

A mini competition exercise has been undertaken utilising the Welsh Government Commercial Delivery (WGCD) Framework Agreement for IT Products and Services (iii) under Lot 2 Software.

The contract term will be from 01 October 2026 to 30 September 2030, with an option to extend until 30 September 2032.

b) Proposed outcome for the tender exercise: Telephony Modernisation Subscription Renewal

HDdUHB Digital Directorate is seeking approval to renew its existing telephony modernisation contract with Maintel via a direct award through the Crown Commercial Service (CCS) Network Services 3 Framework.

The current solution supports around 6,000 telephony devices across the Health Board and includes a fully managed, cloud-hosted Mitel telephony platform. Services provided include hosting, maintenance, updates, disaster recovery, business continuity, performance monitoring, capacity management, and technical support.

The telephony modernisation programme is approximately 90% complete. Significant investment has already been made in migrating from legacy on-premises systems and moving to a different supplier now would require another large-scale migration affecting 6,000 devices, creating additional costs, operational disruption, staff retraining requirements and increased delivery and service risks. Remaining work includes migrating 129 Public Switched Telephone Network (PSTN) lines before the national PSTN switch-off at the end of 2026 and replacing the Bronglais General Hospital Digital Enhanced Cordless Telecommunications (DECT) infrastructure, expected by March 2027 subject to capital funding.

Once the current programme is complete, all telephony services will operate within a single cloud environment, making any future procurement and migration much simpler. Digital Services estimate 12 months to conduct a competitive procurement exercise and a further 12 months for implementation and migration if a new provider is selected. The proposed extension

provides sufficient time to complete the current programme and undertake a full competitive procurement process in the future.

The proposed direct award will:

- Maintain continuity of a critical communication service.
- Avoid unnecessary implementation and migration costs.
- Reduce operational risk.
- Deliver a cash-releasing saving of £28,632.68 (ex VAT) in the first year of the contract.

Approval is sought to direct award of the telephony contract to Maintel via the CCS Network Services 3 Framework to enable completion of the telephony modernisation programme, maintain service continuity, and achieve cost savings while preparing for a future competitive procurement exercise.

c) Proposed contract change notice: The Microsoft Enterprise Agreement

Digital Health and Care Wales (DHCW) have established a national Microsoft Enterprise Agreement on behalf of NHS Wales organisations. Microsoft technologies form a critical component of the Health Board's digital infrastructure and support a wide range of clinical, operational and corporate systems.

Approval is sought for a Contract Change Notice (CCN) to add 400 Microsoft Windows 10 Extended Security Licences to the existing agreement. The additional licences are required to support the Health Board's Windows 10 asset migration and replacement programme by maintaining security updates, bug fixes and technical support for all Windows 10 assets whilst they are replaced.

The proposed change remains within the original scope and purpose of the contract and will support ongoing digital service delivery.

The proposed value of the CCN is £35,352.00 (excl. VAT), increasing the total contract value to £23,513,256.61 (excl. VAT).

d) All Wales Continence Products

The All Wales (AW) contract for continence products expired on 31 July 2026. The AW Sourcing Team seek approval to award a direct call off contract for six (6) months, with an option to extend for a further six (6) months, whilst a mini competition exercise is completed for the long-term requirements for continence products.

The contract will be for the supply and delivery of disposable and washable (reusable) continence products to Secondary Care and Primary Care patients. The product ranges include the following:

- Adult Continence Products – All-in-Ones
- Children (over 4 years) Continence Products
- Pads – Shaped and Rectangular
- Fixation pants
- Procedure pads

Continence products are currently supplied via NHS Wales Shared Services Partnership's distribution stores in Bridgend and Denbigh to Health Boards but also direct to patient homes

via courier service provider Just Wales Ltd, who offer a bilingual service. AW are currently undertaking a mini competition via the framework provider Health Trust Europe (HTE) with a view that an award will be made within the initial period of this 6-month direct call off contract.

Argymhelliad / Recommendation

The Board is requested to:

- **APPROVE** the award of the Rubrik Portfolio contract renewal from the 01 October 2026 to the 30 September 2030, with an option to extend to 30 September 2032 at a maximum anticipated total contract value of £2,100,000.00 ex VAT. This contract will have onwads submission to Velindre NHS Trust (as hosts of NHS Wales Shared Services Partnership).
- **APPROVE** the award of the Telephony Modernisation Subscription Renewal from 01 October 2026 to 30 September 2028, with the option to extend to 30 September 2029, with total contract value of £999,981.06 ex VAT. This contract will have onwads submission to Velindre NHS Trust (as hosts of NHS Wales Shared Services Partnership).
- **APPROVE** the Contract Change Notice for the Microsoft Enterprise Agreement increasing the total contract value to £23,513,256.61 ex VAT. This contract will have onwads submission to Velindre NHS Trust (as hosts of NHS Wales Shared Services Partnership).
- **APPROVE** the award of the All-Wales Continence Product contract from 01 September 2026 to 28 February 2027, with the option to extend to 31 August 2027, with total contract value of £988,043.42 ex VAT. This contract will have onwads submission to Velindre NHS Trust (as hosts of NHS Wales Shared Services Partnership).

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Cyfeirnod Cofrestr Risg Datix, Teitl a Sgôr Risg Cyfredol: Datix Risk Register Reference and Score:	Not Applicable
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Nodau Cynllunio 2026/27 Planning Goals 2026/27	All Planning Goals Apply

Hypergyswllt i Amcanion Llesiant HDdUHB 2026 Hyperlink to HDdUHB Well-being Objectives 2026	9. All HDdUHB Well-being Objectives apply
Model Cymdeithasol ar gyfer lechyd a Llesiant: (wedi'i gwblhau ar gyfer newid strategol a/neu newidiadau sylweddol i wasanaethau) A Social Model for Health and Wellbeing: (<i>complete for strategic change and/or significant service changes</i>)	Not Applicable
Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Not Applicable
Rhestr Termau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y cyfarfod hwn: Parties / Committees consulted prior to this meeting:	Finance and Performance Committee

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Not Applicable
Ansawdd / Gofal Claf: Quality / Patient Care:	Not Applicable
Gweithlu: Workforce:	Not Applicable
Tegwch lechyd: Health Equity:	Not Applicable
Risg: Risk:	Not Applicable
Cyfreithiol: Legal:	Not Applicable
Enw Da: Reputational:	Not Applicable
Gyfrinachedd: Privacy:	Not Applicable
Cydraddoldeb: Equality:	Not Applicable