

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

**Insight Direct (UK) 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) ( A )**
- 2. inbound network services contract (s) (B)**

**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.**  
A - 4NET  
B - Datrix
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**  
A - <216k  
B - <168k
- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**  
A-01.04.2022 - 31.03.2024 plus 1+1 options to extend  
B-01.04.2021 - 31.03.2024 no options to extend
- 4. Contract Expiry: For each supplier, please state the date of when the contract expires.**  
As per Q3.
- 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**  
6 months prior
- 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**  
A - Voice Support services  
B - Data Support
- 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.**

Sharif Biharie – Head of ICT  
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**8. Number of Agents; please provide me with the total number of contact centre agents;**

185

**9. Number of Sites; please can you provide me with the number of sites the contact centre covers.**

All main sites (6).

**10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**

Avaya Aura

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

M0365

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

16,000

**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)**

**1. For a contract relating to the above please can you provide me with? Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

A – Gamma

B – Netcall ( IVR)

**2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

A-<£250k

B-<£60k

**3. Contract Expiry: For each supplier, please state the date of when the contract expires.**

A- 08/12/2025

B- 01/03/2027

**4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

6 months prior

**5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

A- Sip & DEL Lines

B- Liberty Converse

**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.**

Sharif Bihari – Head of ICT

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