

Freedom of Information Request	FOI 22-252	22 <sup>nd</sup> June 2022
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**The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:**

**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. It would be much appreciated.**

- 1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)**  
Maintenance.
- 2. Existing Supplier: If there is more than one supplier, please split each contract up individually:**  
Avaya – 4net  
Cisco Block
- 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**  
<£300k
- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system.**  
As per Q2
- 5. Number of telephone users:**  
16000
- 6. Contract Duration: please include any extension periods.**  
A. 2 years with a 1 year to extension  
B. 2 years with a 1 year extension
- 7. Contract Expiry Date: Please provide me with the day/month/year.**  
A April 2026  
B. May 2026
- 8. Contract Review Date: Please provide me with the day/month/year.**  
3 months prior to contract end date
- 9. Application(s) running on PBX/VOIP systems:**

Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager. Contact centre

**10. Telephone System Type: PBX, VOIP, Lync etc pbx  
VOIP**

**11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.**  
Support maintenance services

**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.**  
Frameworks

**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.**  
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**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:**  
This is not applicable to the Health Board.

- 1. Number of telephone Users:**
- 2. Hardware Brand: The primary hardware brand of the organisation's telephone system.**
- 3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.**
- 4. 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?**