

Freedom of Information Request: Our Reference CTMUHB_477_22

You asked:

You stated that you are planning to replace Digital Dictation system Nuance (response CTMUHB_375_22). Are you currently out to tender? Or do you have a new system already procured, if so could we please have the new system details listed below and if so also a Go live date for the system?

Supplier name –

System name –

Date installed –

Contract expiration –

Is this contract annually renewed? –

Do you currently have plans to replace this system?

Procurement framework –

Other systems it integrates with? –

Total value of contract (£)

Our response:

Since the response of CTMUHB_375_22, an options paper has been produced for internal consideration at Cwm Taf Morgannwg (CTM). Options include a short extension of Nuance until the product is withdrawn from the market on 30th June 2023, at which point a further transition (e.g. revert back to analogue Dictaphones) will be required; or the contract is not extended beyond 31st March 2023, and CTM will revert back to analogue Dictaphones; or a mini competition is undertaken to move to a completely new supplier. A decision has not yet been made.