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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_565_24

You asked:

I would like to request the following information regarding all your ICT / telecoms-related contract(s) since 2019.

Please may you confirm:

1. What services are included in the contract(s)?
2. The contract start date
3. The contract end date
4. The total award value of this Contract
5. The actual spend through this contract
6. Was this contract awarded under a framework? If so, which one?

A link to or copy of the Contract award notice.

Our response:

Please see information provided below:

Call Logger

Please may you confirm:

- What services are included in the contract(s)? Call Logging System
- The contract start date
15.03.19- 14.03.22 3rs and
16.03.22-15.03.25 3 yrs
- The contract end date - see above
- The total award value of this Contract
2019-22 £10692.00
2022-25 £11682.00
- The actual spend through this contract - see above
- Was this contract awarded under a framework? If so, which one
MultiQuote exercise

Liberty Netcall

- What services are included in the contract(s)? IVR Contact Centre and Call Recording
- The contract start date see below
- The contract end date
02.02.20-01.02.23 £32016.00

Cadeirydd/Chair: Jonathan Morgan **Prif Weithredwr/Chief Executive:** Paul Mears

*Croeso i chi ohebu â'r bwrdd iechyd neu ein ffonio yn y Gymraeg neu'r Saesneg. Byddwn yn ymateb yn yr un iaith a ni fydd hyn yn arwain at oedi.
You are welcome to correspond with the Health Board or phone us in Welsh or English. We will respond accordingly and this will not delay the response.*

<https://ctmuhb.nhs.wales>

02.02.23-01.02.24 £22867.00

02.02.24-01.02.25 £24948.00

- The total award value of this Contract - see above X VAT
- The actual spend through this contract - see above X VAT
- Was this contract awarded under a framework? If so, which one – n/a

MAINTEL

What services are included in the contract(s)? Line rental and call costs

- The contract start date
06/20 – 06/23
23 /24
24/25
- The contract end date - see above
- The total award value of this Contract - see below
- The actual spend through this contract - see below
19/20 - £119,410.79
20/21 - £109,219.51
21/22 - £104364.07
22/23 - £93966.48
23/24 - £85,135.13
24/25 - £54980.51 ongoing
- Was this contract awarded under a framework? If so, which one?
RM6116 Lot 4a Maintel 0094651

DAISY – Telephony System.

- What services are included in the contract(s)? Mitel Telephony system and Redbox Voice Recording.
- The contract start date 01/07/2019
- The contract end date 31/06/2025
- The total award value of this Contract- see below
- The actual spend through this contract – see below
19/20 - £119,410.79
20/21 - £108851.65
21/22 - £112027.7
22/23 - £113083.56
23/24 - £114824.
24/25 - £128500.00
- Was this contract awarded under a framework? If so, which one?
IT Services Framework Agreement (OJEU Ref: 2020/S 145-358199)

CINOS – Telephony – West

- What services are included in the contract(s)? License for Telephony system for West Bridgend
- The contract start date 26.6.24
- The contract end date 25.6.27
- The total award value of this Contract- £198212.00
- The actual spend through this contract - £198212.00
- Was this contract awarded under a framework? If so, which one? - CCS - Network Services 3 (RM6116), Lot 4b

We trust that this provides the information that you require. Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the

Health Board's handling of your request please contact me directly at the address below. If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the Information Commissioner at the following address:

- Information Commissioner's Office - Wales
2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH
- Telephone: 0330 414 6421 / Email: wales@ico.gsi.gov.uk
- <https://ico.org.uk/>

You should note, however, that the Information Commissioner would normally expect you to have exhausted our internal complaints procedures before dealing with such an application. Further guidance may be found on the Information Commissioner's website [click here](#).

Cwm Taf Morgannwg University Health Board routinely publishes details of all Freedom of Information Act requests received in its disclosure log. The Disclosure Log can be found at <https://ctmuhb.nhs.wales/use-of-site/freedom-of-information/disclosure-log/>

Please do not hesitate to contact me if you have any queries.

Yours sincerely

The Freedom of Information Team /Y Tîm Rhyddid Gwybodaeth