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Bwrdd Iechyd Prifysgol
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University Health Board



Freedom of Information Request: Our Reference CTMUHB_482_24

You asked:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

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 and Support.

2. Existing Supplier: If there is more than one supplier, please split each contract up individually.

Daisy Communications (Mitel), Cinos (Cisco).

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

Cinos £198,000 excl. VAT
Daisy £128,000 excl. VAT

4. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Mitel and Cisco.

5. Number of telephone users:

7000.

6. Contract Duration: please include any extension periods.

Daisy 12 months – no extension, Cinos 3 years.

7. Contract Expiry Date: Please provide me with the day/month/year.

Daisy July 2025, Cinos August 2027.

8. Contract Review Date: Please provide me with the day/month/year.

Daisy July 2025, Cinos August 2027.

9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.

MiVB Teleworker, MiCC, Liberty Netcall, Reb Box call recording. Softex Call Logging, Mitel WSM, Cisco Call Manager, UCC, Micolab, Nupoint.

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

VoIP.

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

24x7x365 – support hardware and software.

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.

Cinos – RM6116 CCS Network Services 3.

Daisy – Tender was run under CCDRM1045 with the extension made through CCS RM6116 Lot 4b which replaced RM1045.

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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Please note - Personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of

Article 6(1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individuals captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.

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:

- 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.**
- 5. Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.**
- 6. 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?**

N/A.