



Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

Information Governance Team  
Monnow Ward  
Bronllys Hospital  
Bronllys  
Brecon  
Powys LD3 0LY  
Email: Powys.FOI@wales.nhs.uk  
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/23.R.247

17 August 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

## Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 19 July 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and our response follows:

### Your Freedom of Information (FOI) Request and Powys response:

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)  
**Powys Teaching Health Board (PTHB) has a maintenance contract in place.**

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

**PTHB uses Getronics Services UK Ltd at present.**

Pencadlys  
Tŷ Glasbury, Ysbyty Bronllys,  
Aberhonddu, Powys LD3 0LU  
Ffôn: 01874 711661



Headquarters  
Glasbury House, Bronllys Hospital  
Brecon, Powys LD3 0LU  
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg  
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol  
Addysgu Powys



We welcome correspondence in Welsh  
Powys Teaching Health Board is the operational name of  
Powys Teaching Local Health Board

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.

**Please see table below for the average spends for this contract:**

Year	Annual spend
Average per annum over past 3 years	Circa £40,000

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

**The primary hardware brand of PTHB's telephone system is NEC Nederland B.V. – formerly known as NEC Unified Solutions, a wholly owned subsidiary of NEC Corporation (Nippon Denki Kabushiki Gaisha).**

5. Number of telephone users:

**There are Approximately 1650 extensions (hardware and software based).**

6. Contract Duration: please include any extension periods.

**PTHB Current contract was procured on a 12-month term.**

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

**14/03/2024.**

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

**Currently being reviewed.**

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

**PTHB uses Business Connect and UCS 12 Contact Centres, Voicemail (UM4730), Management@Net Switchboard management.**

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

**Majority of the telephony system type is IPBX (PBX (Private Branch Exchange) with IP (Internet Protocol) connectivity).**

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

**The contract in place provides support for our telephony infrastructure, professional support services, the supply of parts (where required) and software assurance for the UCS 10.**

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.

**Contract in-place was procured via a compliant procurement exercise with support from central NHS Wales procurement team.**

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.

**Digital Business Manager, [powys.digital@wales.nhs.uk](mailto:powys.digital@wales.nhs.uk)**

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:

**Please see above response to Q5.**

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

**Please see above response to Q4.**

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

**Please see above response to Q9.**

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?

**Please see above response to Q13.**

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive  
Powys Teaching Health Board Headquarters  
Glasbury House  
Bronllys Hospital  
Bronllys  
Brecon  
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales

2<sup>nd</sup> Floor,

Churchill House,

Churchill Way,

Cardiff, CF10 2HH

Tel: 029 2067 8400 Fax 029 2067 8399

[www.ico.org.uk](http://www.ico.org.uk)

[twitter.com/iconews](https://twitter.com/iconews)

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



**Hywel Pullen**  
**Deputy Director of Finance**