



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

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

Our ref: IG/FOI/24.R.161

20 May 2024

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 April 2024, 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 my response follows each question individually.

Your Freedom of Information (FOI) Request:

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.

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

Avoira.

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.
Excluding implementation costs & hardware, the average spend is expected £111,355.48.

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

5. Number of telephone users:
The Health Board has over 3000 staff. Most of these have access to a handset, though not all handsets have defined users.

6. Contract Duration: please include any extension periods.
3 years + 2-year extension available.

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.
14/03/2026.

9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
NEC Univerge Business Connect (Windows server 2008 R2 Standard), UCS10 contact centre application (Windows Standard 2019), Univerge UM4730 voicemail (Linux box with free software).

10. Telephone System Type: PBX, VOIP, Lync
etc A mixture of Philips Sophos IS 300/3000 PBX on 12 sites.

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
The contract provides to for the supply, installation, and ongoing support of the telephony infrastructure. It provides for support of legacy hardware.

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.
An invitation to tender was completed using the Network Services 3 [RM6116] framework.

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.
Correspondence regarding contracts should be sent to powys.digital@wales.nhs.uk FAO the ICT Service Delivery Manager.

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:

Not applicable.

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

Not applicable.

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

Not applicable.

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?

Not applicable.

Under the terms of the Health Board's Freedom of Information procedure, 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 us directly at the address below or register your complaint via powysfoi.foi@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Pete Hopgood
Deputy Chief Executive Officer and
Executive Director of Finance, Capital & Support Services

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.