

Our ref: IG/FOI/FOI.176.25

5 March 2025

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 20 January 2025 and subsequent clarification received on 21 January 2025, 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.

Your Freedom of Information (FOI) Request:

I am writing under the Freedom of Information Act 2000 to request information about Powys Teaching Health Board's current and future plans for IT service delivery models. I believe this request is in the public interest as it promotes transparency in how public sector bodies manage and procure IT services, ensuring accountability and value for taxpayers. Specifically, I am seeking information that would help me understand the strategic direction and considerations regarding outsourcing, in-sourcing, multi-sourcing, or optimising existing contracts. Please provide the following information where available:

1. Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?
2. Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).
3. Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).

Clarification Requested:

Please can you confirm what is meant by 'Major' IT Contracts. Are these the costliest contracts or do you have headline types of contracts you wish us to provide?

Clarification Received:

To clarify, can you provide details of any significant contracts used in the delivery of the following IT services:

- End User Devices (user devices and print services)
- Networks (WAN, LAN, Wi-Fi)
- Compute and Storage (physical and virtual)
- Hosting (Data Centre and Cloud)
- Telephony (fixed, mobile and contact centre)
- Service operations

Powys Response:

Q1. IT Delivery is primarily delivered in-house. Support for national infrastructure is provided by Digital Health and Care Wales.

Q2. Please see below for details of IT service contracts:

End User Devices (user devices and print services)

- Print Services are delivered through Apogee Corporation Limited. This contract is for 5 years, expiring on 31 March 2029. There is no extension available. The contract value is £705,279.

Networks (WAN, LAN, Wi-Fi)

- None

Compute and Storage (physical and virtual)

- None

Hosting (Data Centre and Cloud)

- None

Telephony (fixed, mobile and contact centre)

- Fixed telephony services & contact centre are delivered by Avoira. This contract is for 3 years, with 2 x 1-year extensions available. This contract expires on the 18 March 2027. The total contract value for the first 3 years is expected to be £157,057.44. This excludes costs of implantation and hardware.
- Mobile phone services are provided by O₂. This contract is for 2 years and is due to expire on the 12 March. There is a 1-year extension clause available. The total contract value for the first 2 years is expected to be £103,346.40. This excludes costs of implantation and hardware.

Service operations

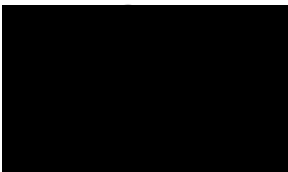
- Our IT Service Management is provided by Halo. The contract is for 2 years and will expire 6 November 2025. There is no extension period. The contract value is £70,000.

Q3. Please see our integrated medium term plan – [Integrated Plan 2023-26 - Powys Teaching Health Board](#). There are no plans or considerations to change the delivery model for IT services.

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 Powys.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



Vicki Cooper
Chief Digital Data Officer

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.