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Freedom of Information request to Public Health Wales

FOI Reference: **FOI 286**

Date request received **18/12/2019**

Date information is due to be sent **20/01/2020**

Information requested:

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 if all the information is still the same besides the contracts dates please send just the new contract dates it would be much appreciated.

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:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)
2. Existing Supplier: If there is more than one supplier please split each contract up individually.
3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:

6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
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.
13. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

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 of the information specified above including the person from with 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.

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?

I'm happy to receive this information on an email.

Information provided for the answer:

Two phone systems are managed by the PHW's IT team, a Mitel and an Alcatel system. A replacement has been procured for Alcatel and this should be decommissioned in the first half of 2020. This has been delayed by the organisations Coronavirus response.

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. Mitel - Daisy Communications, Alcatel - SW Comms
3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider For Mitel - £26,166.59 Alcatel- £5,119.76
4. Hardware Brand: The primary hardware brand of the organisation's telephone system. Mitel and Alcatel
5. Number of telephone users: Mitel - 961 Alcatel - 229
6. Contract Duration: please include any extension periods. The Mitel system and supplier was procured by CCS Network Services Agreement RM1045 ref CCSITT 52533 under a 3+1+1+1 year contract from 29 June 2016. A two year contract tender was done for the Alcatel maintenance in late 2017 under contract T295. The Alcatel system is planned to be decommissioned during 2020 and maintenance has rolled on for a limited period - it is under £5k per annum.
7. Contract Expiry Date: Please provide me with the day/month/year. Mitel - up to 29 June 2022. Alcatel - system due decommissioning during 2020.
8. Contract Review Date: Please provide me with the day/month/year. Mitel - review in March 2021. Alcatel - system due decommissioning during 2020.

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

10. Telephone System Type: PBX, VOIP, Lync etc **Both PBX with IP Capability**

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

Mitel: Annual Platinum maintenance (excluding handsets) and Software Assurance

Alcatel: Maintenance cover for OmniPCX Enterprise 4400 PABX based at 18 Cathedral Road, Cardiff CF11 9LJ with spatially resilient PABX at Unit 6, Magden Park, Llantrisant, Pontyclun CF72 8XT with 3 x PCS at Breast Test Wales centres in Llandudno, Wrexham and Swansea Mon-Fri 0800-1800

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. **The Mitel system and supplier was procured by CCS Network Services Agreement RM1045 ref CCSITT 52533 under a 3+1+1+1 year contract from 29 June 2016. A two year contract tender was done for the Alcatel maintenance in late 2017 under contract T295. This has rolled on as the system is due decommissioning during 2020 and the annual value is less than £5,000.**

13. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Simon Thomas, IT Operations Lead, 029 2078 7827, s.thomas@wales.nhs.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, you should write to the Corporate Complaints Manager, Public Health Wales NHS Trust, 3, Number 2, Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ.

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at:

Information Commissioner for Wales

2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 029 2067 8400

Email: wales@ico.org.uk