Freedom of Information request to Public Health Wales

FOI Reference: FOI 228
Date request received: 18/06/2019
Date information is due to be sent: N/A

Information requested:

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 Expiry Date: please include any extension periods.
7. Contract Review Date: Please provide me with the day/month/year.
8. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
9. Telephone System Type: PBX, VOIP, Lync etc
10. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
11. 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.
12. 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.
Thank you for your email dated 18th June 2019.

This information is available on the Public Health Wales Freedom of Information disclosure log. Our response remains unchanged and can be found here under PHW FOI 149.


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