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Wales

## Freedom of Information request to Public Health Wales

<b>FOI Reference:</b>	<b>FOI 440</b>
<b>Date request received</b>	<b>28 September 2020</b>
<b>Date information is due to be sent</b>	<b>23 October 2020</b>

### Information Requested:

Under the Freedom of Information Act, could you please kindly answer the questions below.

Telephony System

1. What is your current telephony system?
2. How many users of the telephony system?
3. When is the contract up for renewal?
4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?
5. The name (separately) and email address of the primary contact for this contract?
6. Current annual spend?

Mobile phone contracts

1. Who is your current mobile phone provider?
2. How many mobile connections?
3. When is the contract up for renewal?
4. How long do you contract for (24 or 36 months)?
5. The name (separately) and email address of the primary contact for this contract?
6. Current annual spend?

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)

If not, how do you procure mobiles and telecommunication services/solutions?

## Information provided for the answer:

Thank you for your recent request. Please find our response below:

1. Who is your current mobile phone provider?
  - EE
  - Vodafone
  - General communications
2. How many mobile connections?
  - 1160 connections
3. When is the contract up for renewal?
  - July 2021
4. How long do you contract for (24 or 36 months)?
  - 24months with an option of an additional rolling year
5. The name (separately) and email address of the primary contact for this contract?  
Head of IM&T  
Floor 6 2 Capital Quarter  
East Tyndall St  
Cardiff  
CF10 4BZ
6. Current annual spend?
  - £145,735.07 (expenditure for October 2019 – September 2020)

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)

- The Vodafone contract was procured via the Network Services Framework RM1045

If not, how do you procure mobiles and telecommunication services/solutions?

- N/A

Telephony System

1. What is your current telephony system?

- a Mitel and an Alcatel system

2. How many users of the telephony system?

- Mitel – 961 Alcatel - 229

3. When is the contract up for renewal?

- 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 - it is planned to be decommissioned during 2021 and maintenance has rolled on for a limited period – it is under £5k per annum.

4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?

- Not at present

5. The name (separately) and email address of the primary contact for this contract?

Head of IM&T  
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6. Current annual spend?

- £31,048 for system maintenance

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](mailto:wales@ico.org.uk)