



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chairman: **Andrew Davies**  
Prif Weithredwr/Chief Executive: **Tracy Myhill**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date:  
Ein Cyf / Our Ref: 19-E-020

☎ 01639 683312

☎ 01639 648363

🖱 FOIA.Requests@wales.nhs.uk

Corporate Administration  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

[REDACTED]

[REDACTED],

I refer to your Freedom of Information Act Request acknowledged by ourselves on 17<sup>th</sup> May 2019. Your request sought information relating to telephone system maintenance system.

**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)**  
Maintenance
2. **Existing Supplier: If there is more than one supplier please split each contract up individually.**  
CDW
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**  
The cost for the network and telecommunications contract is £230,000 per annum.
4. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**  
Cisco
5. **Number of telephone users:**  
14,000



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

- 6. Contract Duration: please include any extension periods.**  
3 year deal
- 7. Contract Expiry Date: Please provide me with the day/month/year.**  
August 2021
- 8. Contract Review Date: Please provide me with the day/month/year.**  
6 Months before end of contract i.e. February 2021
- 9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**  
Call Manager, Unity, UCCX
- 10. Telephone System Type: PBX, VOIP, Lync etc**  
VOIP
- 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.**  
Hardware and Software maintenance
- 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.**  
Crown Commercial Frame Agreement RM1058 Lot 5
- 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.**  
Matthew John, Associate Director of Informatics  
Chief Information Officer  
Swansea Bay University Health Board  
(01639) 683645  
[Matthew.John@wales.nhs.uk](mailto:Matthew.John@wales.nhs.uk)
- If the maintenance for telephone systems is maintained in-house please can you provide me with:**
- 14. Number of telephone Users:**  
14,000
- 15. Hardware Brand: The primary hardware brand of the organisation's telephone system.**  
Cisco
- 16. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**  
Call Manager, Unity, UCCX
- 17. 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.**



Matthew John  
Associate Director of Informatics  
Chief Information Officer  
Swansea Bay University Health Board  
Tel No: (01639) 683645  
[Matthew.John@wales.nhs.uk](mailto:Matthew.John@wales.nhs.uk)

**18. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.** Not applicable

**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

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request 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 me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@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), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger  
**Director of Corporate Governance**

