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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd Dros Dro/ Interim Chair: **Emma Woollett**
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: 12th July 2019
Ein Cyf / Our Ref: 19-F-028

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

[REDACTED]

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

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 20th June 2019. Your request sought information relating to the telephone 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)**
- 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.**



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

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.

We have recently responded to an FOIA request regarding this subject. Therefore I can confirm that the information you are seeking is held on our website within our FOIA disclosure log. Under Section 21 of the Freedom of Information Act (information accessible by other means), we are not required to provide information in response to a request if the information is already reasonably accessible to you. May I therefore recommend that you look at this link to our website:

<https://sbuhb.nhs.wales/files/freedom-of-information-disclosure-log-2019/may-2019/19-e-020-telephone-maintenance/>

I hope this information is helpful. If you require anything further please contact us at 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.

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: 029 2067 8400.

Yours sincerely



Pam Wenger
Director of Corporate Governance

