



GIG  
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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Mark Hackett**

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

Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.  
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Dyddiad/Date: 23<sup>rd</sup> February 2022

Ein Cyf / Our Ref: 22-A-051

☎ 01639 684363



FOIA.Requests@wales.nhs.uk

Corporate Services

Headquarters

1 Talbot Gateway

Baglan

Port Talbot, SA12 7BR

[REDACTED]

[REDACTED]

[REDACTED],

I refer to your Freedom of Information Act Request acknowledged by ourselves on 28<sup>th</sup> January 2022. Your request sought information relating to networks and telecoms.

Please note the Swansea Bay also provide telecommunications services for Bridgend (part of Cwm Taf Morgannwg Health Board) so the figures we have provided also include those sites.

### **Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)**

- 1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.**  
BT, Virgin and Gamma.
- 2. Telephony/Voice Services - Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers**  
BT – rolling contract  
Virgin - rolling contract  
Gamma – 31<sup>st</sup> October 2026
- 3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**  
BT – rolling contract  
Virgin - rolling contract



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

Gamma – 5 years

**4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP**

BT – ISDN, PSTN

Virgin – ISDN, PSTN

Gamma – SIP

**5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN**

BT – 235 PSTN / 2 ISDN 30 / 15 ISDN 2

Virgin – Multiple PSTN / ISDN 2

Gamma – 800 SIP trunks

**Contract 2 - Incoming and Outgoing of call services.**

**6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?**

Covered by Contract 1

**7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract.**

Covered by Contract 1

**8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.**

Swansea Bay Health Board does not hold this information.

The monthly cost of calls is included within our line rental costs.

**9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

Please see question 8

**10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**

Approximately 14,000

This includes the services that we provide to the Bridgend locality under a Service Level Agreement to Cwm Taf Morgannwg Health Board.

**Contract 3 - The organisation's broadband provider.**

**11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?**

Virgin

**12. Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers**

This is a rolling contract



**13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.**

Approximately £18,500

**Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.**

**14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?**

BT PSBA

Virgin Media Circuits

Virgin Media ISDN2

Gamma BT Circuits

BT ISDN2

**15. WAN Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers:**

BT PSBA – October 2024

BT Other – Various dates

Virgin – rolling contract

**16. Contract Description: Please can you provide me with a brief description for each contract:**

All Wales Public Sector Broadband Aggregation contract. NHS, Education, Councils and Police

**17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.**

BT PSBA – 56

Virgin Media Circuits – 29

Virgin Media ISDN2 – 16

Gamma – 4

BT Circuits – 5

BT ISDN2 – 14

**18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.**

BT PSBA – Approximately £56,500

BT Other - Approximately £35,500

Virgin - Approximately £204,000

**19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.**

Framework Agreement RM3808

PSBA contracts are negotiated nationally

**20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.**

Matt John - Director of Digital [matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

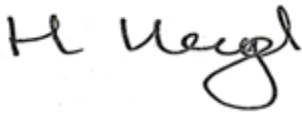


I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

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: 0330 414 6421.

Yours sincerely



Hazel Lloyd  
**Interim Director of Corporate Governance**

