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Contract

Telephony Modernisation Subscription Based Model

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F03: Contract award notice

Notice identifier: 2026/S 000-005317

Procurement identifier (OCID): ocds-h6vhtk-060b25

Published 21 January 2026, 1:56pm

Section I: Contracting authority

I.1) Name and addresses

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

Contact

Josh Wood

Email

josh.wood@wales.nhs.uk

Telephone

+44 2921501500

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony Modernisation Subscription Based Model

Reference number

P0163A

II.1.2) Main CPV code

- 64220000 - Telecommunication services except telephone and data transmission services

II.1.3) Type of contract

Services

II.1.4) Short description

Hywel Dda University Health Board (HDUHB) have awarded a contract to replace their existing on-premises and cloud legacy model for telephony modernisation and award a new subscription-based agreement with the same provider, Maintel Europe Limited.

The requirement is utilised to support the Mitel phone systems used throughout the Health Board; Digital Services are 75% of the way through a project to modernise this telecommunications infrastructure and move away from legacy Mitel and Philips phone systems to a new cloud hosted environment that will host the cloud version Mitel phone system. This solution has arisen due to several limitations with the current agreement:

- The inability to monitor and use diagnostic tools to assess voice quality issues immediately and retrospectively, or to assess calling capacity to ensure we are not paying for too many telephone lines,
- The telecommunications environment is being changed and any changes to this environment will incur additional costs and will raise the support costs for the environment. One of the key areas of change is that of profiling staff as to whether they need a physical phone on the desk or a phone on their digital device,
- The current model only includes 1,000 Enterprise and 5,000 Entry level licences.

The subscription-based model allows Digital Services to address all the concerns above as all licences will be Enterprise level, meaning all 6,000 phones will be able to be used as Softphones.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £361,959.70

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services

II.2.3) Place of performance

NUTS codes

- UKL14 - South West Wales

II.2.4) Description of the procurement

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II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The requirement was direct awarded via the Crown Commercial Service Network Services Three (3) Framework Agreement (RM6116).

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

P0163A

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

MAINTEL EUROPE LIMITED

160 Blackfriars Road

London

SE18EZ

Telephone

+44 3448711122

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £361,959.70

Section VI. Complementary information

VI.3) Additional information

(WA Ref:160537)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom