

Reference:	FOI.3479.20
Subject:	Communications and services
Date of Request:	1 July 2020

Requested and response:

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?

Hywel Dda University Health Board (UHB) confirms, the current manufacturers of its telephony systems are PBX – NEC Phillips and IP Telephony – Mitel.

2. When was the installation date of your telephony equipment?

The UHB confirms the installation date for NEC Phillips was November 2000. Mitel has various installation dates with the most recent virtual platform installed in 2019.

3. Who maintains your telephony system(s)?

The UHB provides, within the table below, the telephony system and maintenance company.

Telephony system	Maintenance company
NEC Phillips	Getronics
Mitel	Maintel

4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?

The UHB provides, within the table below, the initial project values and maintenance costs for its telephony systems.

Telephony system	Initial project value	Maintenance cost
NEC Phillips	Unknown	£43*
Mitel	£200,000	£43*

Please note, the costs provided for Mitel are the latest upgrades to virtual platform and unfortunately the initial project value for NEC Phillips is no longer available.

* details of the Section 43 exemption are provided in response to question 18.

5. Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

The UHB confirms, its annual maintenance service is undertaken internally.

The UHB is unable to provide you with the information requested in relation to annual costs, as it is estimated that the cost of answering your request would exceed the “appropriate level” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The “appropriate level” represents the estimated cost of one person spending 18 hours or (2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with all of the information being requested, the UHB would need to undertake a manual search of all invoices for the financial year 2019/20 to identify any information that fulfils your request as the information requested is not recorded centrally.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FOI), which provides an exemption from a public authority's obligation to comply with a request for information, where the cost of compliance is estimated to exceed the appropriate limit.

6. When is your contract renewal date?

The UHB provides, within the table below, the contract renewal dates of its telephony systems.

Telephony system	Maintenance company
NEC Philips	31 July 2020
Mitel	30 September 2021

7. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

The UHB confirms, Microsoft Teams and Microsoft Skype are currently being used as its unified communications/collaboration tools.

8. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

The UHB confirms, the current manufacturer of its contract centre system is Netcall.

9. When was the installation date of your contact centre infrastructure?

The UHB confirms, its contact centre infrastructure was installed in May 2015.

10. Who maintains your contact centre system(s)?

The UHB confirms its current contact centre system is maintained by Netcall.

11. Please confirm value of the initial project and value of annual support/maintenance services (in £)?

The UHB provides, within the table below, the initial project value and maintenance cost for its contact centre system.

Contact centre system	Initial project value	Maintenance cost
Netcall	£100,000.00	S43*

* details of the Section 43 exemption are provided in response to question 18.

12. How many contact centre employees/agents do you have?

The UHB confirms, it currently has twenty four (24) contact centre employees.

13. Do agents work from home? Or just your offices?

The UHB confirms, its contact centre employees work both at home and office.

14. When is your contract renewal date?

The UHB confirms its contact centre contract renewal date is 24 March 2021.

15. Do you use a CRM in the contact centre? What platform is used?

The UHB confirms it does not use a Customer Relationship Management (CRM) system in its contact centre.

16. Do you use a knowledge base / knowledge management platform? What platform is used?

The UHB confirms, it does not use a knowledge base or knowledge management platform.

17. Who currently provides your calls and lines?

The UHB confirms, its current calls and line providers are BT and Maintel.

18. What is your current annual spend on calls and lines?

As the costs requested from the UHB relates to third parties, the UHB considers that Section 43 applies to the contract costs requested under questions 4,11 and 18 of your request, as answering would be Prejudicial to their Commercial Interests. Section 43(2) exempts information, disclosure of which would or would be likely to prejudice the commercial interests of any person, in this case the provider listed above. Commercial interests may be prejudiced where disclosure would, or would likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the suppliers as it would disclose their pricing and products/services

provided to the UHB, and this would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

It has therefore been decided above that releasing the information under the Freedom of Information Act 2000, to which the UHB is subject, will give an unfair advantage to the suppliers' competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

Decision: - The UHB considers that the public interest in withholding the costs is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the company to which this information concerns.

19. When is your contract renewal date?

Not applicable.

20. Who provides your wide area network? How many sites are connected?

The UHB confirms the wide area network is provided by BT. All fifty six (56) UHB sites are connected.

21. How many employees do you have overall within your organisation?

The UHB confirms, the total number of employees, including bank and locum staff is 11,997, as recorded on the UHB's Electronic Staff Record system (ESR) on 1 July 2020.

22. Can you provide contact details for your procurement lead / category manager for these services?

The UHB confirms, procurement services are provided by NHS Wales Shared Services Partnership (NWSSP) and can be contacted by email:

ProcurementServicesenquiries@wales.nhs.uk

23. Can you provide names and contact details for the following people within your organisation?

- a. CIO / IT Director
- b. Head of IT
- c. Head of Digital Transformation
- d. Head of Customer services

The UHB confirms, it does not have positions for CIO/ IT Director, Head of Digital Transformation or Head of Customer Services.

The Assistant Director of Informatics, Anthony Tracey, has overall responsibility and is contactable by email: Anthony.Tracey@wales.nhs.uk

The UHB confirms, the head of ICT is Paul Solloway and is contactable by email: paul.solloway@wales.nhs.uk

