

<b>Reference:</b>	FOI.15911.24
<b>Subject:</b>	Information Technology (IT) and telephony contracts
<b>Date of Request:</b>	7 November 2024

**Requested:**

I would like to request the following information regarding all your ICT / telecoms-related contract(s) since 2019.

Please may you confirm:

1. What services are included in the contract(s)?
2. The contract start date
3. The contract end date
4. The total award value of this Contract
5. The actual spend through this contract
6. Was this contract awarded under a framework? If so, which one?
7. A link to or copy of the Contract award notice.

If any of the request is outside the scope of the FOIA, please answer what you can and advise and assist on the best way to uncover the remainder of the information.

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHB does not hold a single central record for all ICT and telephony contracts since 2019 and would therefore need to manually search and scrutinise records to identify any information that fulfils your request.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), 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.

However, under Section 16 of the FoIA, the UHB has a duty to provide advice and assistance.

The UHB has previously answered some FOI requests relating to specific IT and telephony contracts, which are accessible on the UHB’s disclosure log. The UHB has therefore applied a Section 21 exemption, as the information is already accessible within the public domain.

- FOI.14313 – Telephony and storage
- FOI.15319 – Telephone Maintenance Contract
- FOI.11956 – Information Communication Technology (ICT Devices, Hardware and Software)
- FOI.15138 – Systems and contracts

For ease of reference, please click on the attached link, which will take you directly to the UHB’s disclosure log webpage: [Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](#)