

<b>Reference:</b>	FOI.11810.23
<b>Subject:</b>	Information Technology (IT) supplier of hardware
<b>Date of Request:</b>	30 May 2023

**Requested:**

1. Do you have an IT supplier of hardware e.g. Laptops / Desktops and associated peripherals? If so,
  - a. Who is the current provider?
  - b. Is it contracted? If so, when does their contract end?
  - c. Which OEM do you use?
  - d. How many laptops and desktops are there in your estate?
  - e. How many users do you have?
  - f. Who is the named person and their role in your organisation in charge of procurement for IT?
  - g. What is your buying/refresh cycle?
  - h. What is your annual spend on IT hardware such as laptops/desktops?
  - i. How would you rate their service delivery on a scale of 1-10?
2. Do you have an internal IT Department?
  - a. How many members does this department have?
3. Do you outsource any IT managed services? If so, who to?
  - b. How long is this contract?
  - c. How would you rate their service delivery on a scale of 1-10?
4. Do you currently use a Public Sector Framework for procurement of these services? If so, which ones do you currently use?

**Response:**

1. Hywel Dda University Health Board (UHB) confirms that it does have an IT hardware supplier.
  - a. The UHB confirms that its current IT hardware supplier provider is Dell.
  - b. The UHB confirms that there is no contract in place.
  - c. The UHB confirms that the Original Equipment Manufacturer (OEM) it uses is Dell.

- d. The UHB confirms that it has 11,076 desktops and laptops.
  - e. The UHB confirms that it has 10,600 uses.
  - f. The UHB confirms that the person in charge of procurement for IT is Paul Solloway, Deputy Digital Director.
  - g. The UHB confirms that it's buying/refresh cycle is five (5) years.
  - h. The UHB confirms that its annual spend was £631,189.00 during the 2022/23 financial year.
  - i. The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings. The FoIA does not cover information on estimates, opinions or recommendations. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a question.
2. The UHB confirms that yes it does have an internal IT department.
- a. The UHB confirms that it employs sixty five (65) members of staff within its IT department.
3. The UHB confirms that it does not outsource any IT managed services.
- a. & b. Not applicable.
4. The UHB confirms that the Public Sector Framework used for the procurement of these services is NHS Shared Business Services.