

Reference:	FOI.4397.20
Subject:	Rostering system
Date of Request:	29 October 2020

Requested:

Please can you complete the attached FOI questions.

1. What is the name of your rostering supplier?
2. What is the contract start date for your rostering supplier?
3. What is the contract end date for your rostering supplier?
4. What was the annual cost of your rostering supplier for the financial year 19/20 (April 2019 - March 2020)?
5. Are there any exit costs incurred for changing rostering supplier? If yes, please state the exit cost
6. What framework was used to procure the supplier?
7. What percentage of workforce are rostered on the system?
8. Can staff self-roster on your platform? Self-rostering is when a staff member can sign up to shifts and choose their own work schedules themselves
9. What percentage of rostered shifts are 'self-rostered'?
10. Does your rostering solution allow for automatic generation of rosters?
11. How is the rostering system hosted?
 - a. On-premise
 - b. Supplier Private Cloud
 - c. Microsoft Azure
 - d. Amazon Web Services (AWS)
12. Are Application Programming Interfaces (API's) offered as part of the standard service/solution (included in the standard cost of the supplier) with your rostering supplier or are they offered at an additional cost?
13. If this is offered at an additional cost, what is the annual cost for API's from your Rostering Supplier?
14. If your Rostering system offers API's can you confirm that it supports the NHS Digital Data Model 4 for interoperability between rostering and bank management systems? The NHS Digital Data model 4 is a fundamental requirement of 'Interoperability' meaning the ability of

computer systems or software to exchange data. The NHS Digital Data model 4 ensures all systems and components use a common, open data standard that is vendor neutral and can be accessed by all systems (and suppliers) to pass data around the system.

15. If your Rostering system does not currently support NHS Digital Data Model 4, which year/quarter have they indicated they will support the NHS Digital Data Model 4 by?

16. Does your rostering system integrate with Electronic Staff Record (ESR)?

17. What other third-party systems does your rostering system integrate with?

Response:

Hywel Dda University Health Board (UHB) provides the information requested, within the attached Excel spreadsheet, as requested, Attachment 1.

The UHB considers that Section 43 applies to the annual costs for the Kronos and CLWRota rostering systems, as answering would be Prejudicial to their Commercial Interests. Section 43(2) of the Freedom of Information Act 2000 exempts information, disclosure of which would or would be likely to prejudice the commercial interests of any person, in this case the supplier listed above.

Commercial interests may be prejudiced where disclosure would, or would be 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 listed as it would disclose their pricing, 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, 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 annual costs for the rostering systems is greater than the interests in disclosing them and thereby giving unfair commercial advantage to competitors of the companies to which this information concerns.