

Freedom of Information Request

Ref: 23-387

14 June 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

Do you have an IT supplier of hardware e.g. Laptops / Desktops and associated peripherals?

Yes

If so,

Who is the current provider?

CDW/Dell/Misco

Is it contracted? If so, when does their contract end?

2024

Which OEM do you use?

Lenovo/Dell

How many laptops and desktops are there in your estate?

12,237

How many users do you have?

15,600

Who is the named person and their role in your organisation in charge of procurement for IT?

There are various members of staff.

What is your buying/refresh cycle?

This would depend on the item.

What is your annual spend on IT hardware such as laptops/desktops?

£1.5M

How would you rate their service delivery on a scale of 1-10?

Six.

Do you have an internal IT Department?

Yes

How many members does this department have?

Digital Services has 362 staff - this also includes Health Records, Clinical Coding, Systems Specialists, Programme Management and Business Intelligence functions, not just technical staff.

Do you outsource any IT managed services?

Yes

If so, who to?

Print - Vision

How long is this contract?

Five years

How would you rate their service delivery on a scale of 1-10?

Nine

Do you currently use a Public Sector Framework for procurement of these services? If so, which ones do you currently use?

CCS and SBS

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust