

Freedom of Information Request

Ref: 21-158

23 March 2021

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

Telephony and UC/ Collaboration

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

When was the installation date of your telephony equipment?

When is your contract renewal date?

Who maintains your telephony system(s)?

Please confirm the value of the initial project

Please confirm the total ongoing annual spend on telephony

Please confirm the annual support cost for your telephony system

Do you use Unified Communications or Collaboration tools , if so which ones?

Contact Centre

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

When was the installation date of your contact centre infrastructure?

When is your contract renewal date?

Who maintains your contact centre system(s)?

Please confirm value of the initial project?

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

How many contact centre agents do you have?

Do agents work from home? Or just your offices?

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

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

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Have you , or do you plan to deploy SD Wan services

Have you got SIP trunks, if so who from and confirm annual spend

Please confirm who provides your LAN, WIFI and Security infrastructure

Please confirm your annual spend on each

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Organisation

How many employees do you have overall within your organisation?

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

University Hospitals Bristol and Weston NHS Foundation Trust has a procurement and tendering process in place which governs the procurement of services and is managed via the Bristol and Weston Purchasing Consortium. For further information on the services they provide, please visit the BWPC website <https://www.nbt.nhs.uk/bristol-weston-nhs-purchasing-consortium/contact-bwpc>

University Hospitals Bristol and Weston NHS Foundation Trust ensure that competitive tenders are invited for the supply of goods, materials and manufactured articles and for the rendering of services including all forms of management consultancy services and for the design, construction and maintenance of building and engineering works.

For information on contracts that have or are currently being tendered, and for all current opportunities, please visit our e-tendering portal CTM <https://uk.eu-supply.com/login.asp?B=UK>

it is free to suppliers and once registered you will be able to respond for requests for quotations and tenders.

For further information or for details of our spend over £25,000, please visit our 'about us' pages of our Trust website <https://www.uhbw.nhs.uk/p/about-us/what-we-spend-and-how-we-spend-it>.

If, after this you have further questions please resubmit a detailed Freedom of Information request and we will where allowable, obtain the information for you.

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

- CIO / IT Director
- Head of IT
- Head of Digital Transformation
- Head of Customer services

We are able to obtain this information however we have decided to apply Section 21 of the FOIA as this information is reasonably accessible in the public domain on the following link www.uhbristol.nhs.uk

Section 21 of the FOIA provides that we are not obliged to provide the requested information is already reasonably accessible and therefore we are withholding this information at this time.

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:

Director of Corporate Governance
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