

**Freedom of Information Request**

**Ref: 21-614**

15 December 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**

Cisco

Siemens/Mitel

**When was the installation date of your telephony equipment?**

Rolling program.

**When is your contract renewal date?**

Siemens (Bristol) March 2022,

Siemens /Mitel (Weston) June 2022,

Cisco July 2025

**Who maintains your telephony system(s)?**

The suppliers

**Please confirm the value of the initial project**

Not applicable

**Please confirm the total ongoing annual spend on telephony**

Telephony 2020/21 Expenditure

Pay £646,876

Non Pay £926,547

**Please confirm the annual support cost for your telephony system**

Siemens Bristol £23k

Cisco Bristol £70k

Siemens /Mitel Weston £16k

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

Webex

Teams

**Contact Centre Digital services**

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

Netcall Liberty

**When was the installation date of your contact centre infrastructure?**

2018

**When is your contract renewal date?**

Not applicable

**Who maintains your contact centre system(s)?**

The Supplier

**Please confirm value of the initial project?**

Unable to provide this as multiple projects have been converged since Trust merged

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

£25K

**How many contact centre agents do you have?**

200

**Do agents work from home? Or just your offices?**

Home and Office

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

No

**Do you use a knowledge base / knowledge management platform?**

SD+

**Connectivity and Network Services**

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

Virgin Media £75k,  
Kcom £100k

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

No

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

No

**Please confirm who provides your LAN, WIFI and Security infrastructure**

Cisco

PaloAlto

**Please confirm your annual spend on each**

Cisco £145,000

PaloAlto part of a big contract which is grouped together . Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

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

Cisco Palo Alto , yes we have deployed cloud based security

**Organisation**

**How many employees do you have overall within your organisation?**

10488.0 Full time Equivalents

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

Head of Procurement

[procurement@nbt.nhs.uk](mailto:procurement@nbt.nhs.uk)

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

**CIO / IT Director**

CSIP Programme Director

[DigitalServicesAdmin@uhbw.nhs.uk](mailto:DigitalServicesAdmin@uhbw.nhs.uk)

- **Head of IT**

As above

- **Head of Digital Transformation**

Director of Strategy & Transformation

[Paula.Clarke@uhbw.nhs.uk](mailto:Paula.Clarke@uhbw.nhs.uk)

- **Head of Customer services**

Head of Support Services

[DigitalServicesAdmin@uhbw.nhs.uk](mailto:DigitalServicesAdmin@uhbw.nhs.uk)

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**