

**Freedom of Information Request**

**Ref: 22-702**

25 November 2022

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
- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**
  - 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**
  - 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**
  - 4. Contract Expiry: For each supplier, please state the date of when the contract expires.**
  - 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**
  - 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**
  - 7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.**
  - 8. Number of Agents; please provide me with the total number of contact centre agents;**
  - 9. Number of Sites; please can you provide me with the number of sites the contact centre covers.**

**10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**

**11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**

**12. Number of email users: Approximate number of email users across the organisations.**

**The second part of my request relates to the use inbound network services contracts which could relate to one of the following:**

- 1. 0800, 0845, 0870, 0844, 0300 number**
- 2. Routing of calls**
- 3. Caller Identifier**
- 4. Caller Profile- linking caller details with caller records**
- 5. Interactive voice response (IVR)**

**For a contract relating to the above please can you provide me with?**

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**
- 3. Contract Expiry: For each supplier, please state the date of when the contract expires.**
- 4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**
- 5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**
- 6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.**

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:  
[https://www.uhbw.nhs.uk/assets/1/22-106\\_response.pdf](https://www.uhbw.nhs.uk/assets/1/22-106_response.pdf)

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:

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**