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Velindre University NHS Trust Headquarters

2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ

Ffôn/Phone : (029) 20196161  
<https://velindre.nhs.wales>

Date: 16<sup>th</sup> May 2023  
Ref: CORP 2023-71

Dear \*\*\*\*\*

**Freedom of Information request: Contact Centre Data (CORP 2023-071)**

Thank you for your request for the following information which the Trust received on the 26<sup>th</sup> of April 2023.

Your Request:

*As per my records, Daisy and Cisco contracts have expired. I would like to know whether these contracts are still valid or replaced by any other supplier.*

*If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates*

*Below highlighted original FOI request for your reference only.*

*I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:*

1. *contact centre contract(s)*
2. *inbound network services contract (s)*

*The first part of my request relates to contact centre service contracts which could relate to one of the following:*

1. *Advanced call distribution to control the flow of calls and maximise customer experience*
2. *Email, website live chat and integrations with popular social media apps like Facebook and Instagram*
3. *Performance monitoring tools to track performance, customer satisfaction and other key sales metrics*

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*This could be part of a whole package or separate service applications.*

*Please send me the following information for each provider:*

- 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.*

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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.*

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The Trust's response:

The Trust has reviewed your request which is correctly formatted and complies with Section 8 of the Freedom of Information Act.

The Trust has reviewed its Disclosure Log and found that you submitted the same request on 10<sup>th</sup> of November 2022.

The circumstances surrounding that response remain unchanged therefore this letter acts as a refusal notice under Section 17(1) of the Freedom of Information Act for the following reasons:

- Application of Section 14(2) (repeated request) which is a qualified exemption and is defined within the Act as follows:

*“Where a public authority has previously complied with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request”.*

The application of Section 14(2) is because your request for information relates to information already provided to you and that the content of the information has not changed since the Trust's last response to you on the 7<sup>th</sup> December 2022.

To comply with the Trust's duty to advise and assist a requestor under Section 16 of the Act, I have attached a copy of the letter that the Trust sent to you on the 7<sup>th</sup> December 2022 and also a link to the Trust's disclosure log.

A further copy of that letter and other information which may be of interest to you can be found within the Disclosure Log which is hyperlinked [here](#).

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to

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complain and request a review. Should you require a review or wish to make a complaint, please note that you have 40 days from the date of this letter to make a complaint or request a review.

You should forward your complaint to:-

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ  
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

Information Commissioner's Office - Wales  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Yours sincerely,

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Lauren Fear  
Director of Corporate Governance and Chief of Staff  
Velindre University NHS Trust  
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