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Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
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: 8th January 2024
Ref: CORP 2023 - 197

Dear xxxxx

Freedom of Information request: ICT Contracts (CORP 2023 – 197)

Thank you for your request for information which the Trust received on 1st December 2023.

Your Request:

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:

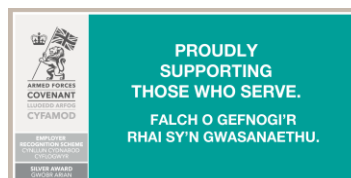
1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

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.

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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.

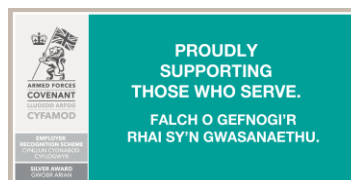
The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

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.

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Please find the Trust's response below:

In relation to the first part of your request, for numbers **1-6**, the information is shown in the table below:

Contract	Social Customer Care (Spark Central)	Campaigner Email System	Social Media Management Platform
Contract Supplier	Hootsuite Media Inc	Campaigner	Hootsuite Media Inc
Description	Social Media Management Platform (Private Messages) – unlimited access	Email Marketing Software	Social Media Management Platform (Public Messages) – capped licenses
End Date	31/03/2025	05/05/2025	12/05/2025
Review Date	31/03/2024	05/05/2024	12/05/2025
Annual Value	£6305	£5268	£10,805
Total Value	£12,610	£10,536	£21,609

With regards to **question 7**, the Trust has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR). As you have requested information about someone other than yourself, the Trust has applied an Absolute Exemption under Section 40(1) and (2)(a) of the Freedom of Information Act 2000 which states:

- (1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
- (2) Any information to which a request for information relates is also exempt information if -
 - (a) it constitutes personal data which does not fall within subsection (1)

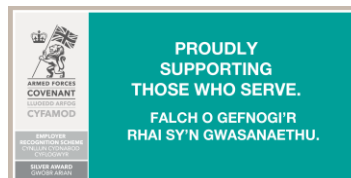
8. Number of Agents; please provide me with the total number of contact centre agents

There are currently 23 contact centre agents.

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

The contact centre field calls from donors who may want to book into any of around 221 blood donation venues (141 fixed site venues and 80 mobile/trailer sites)

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

The manufacturer is MITEL.

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

The Trust does not use Microsoft Exchange 2003, we use Microsoft 365 (Azure).

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

The number of email users across the organisations is approximately 1,600.

In relation to the second part of your request, the information is shown in the table below:

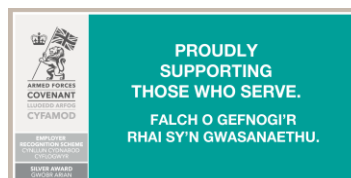
Contract	Social Customer Care (Spark Central)
Contract Supplier	Daisy Communications
Description	Gamma Service, Cisco CUCM support, MX One Support, MiContactCentre Support
End Date	March 2025
Review Date	March 2025
Annual Value	£86'000

With regards to **question 6**, the Trust has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR). As you have requested information about someone other than yourself, the Trust has applied an Absolute Exemption under Section 40(1) and (2)(a) of the Freedom of Information Act 2000 which states:

- (1) *Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.*
- (2) *Any information to which a request for information relates is also exempt information if -*
 - (a) *it constitutes personal data which does not fall within subsection (1)*

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 complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

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You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff, 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

Yours sincerely

Non Gwilym

Assistant Director of Communications and Engagement

Signed for and on behalf of Lauren Fear

Director of Corporate Governance and Chief of Staff

Velindre University NHS Trust

2 Charnwood Court

Heol Billingsley

Parc Nantgarw

Cardiff, CF15 7QZ

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