

Date: 14<sup>th</sup> August 2025.  
Ref: CORP 25/26 - 093

Dear xxx

**Freedom of Information request: ICT Contracts (CORP 25/26 – 093)**

Thank you for your request for information which the Trust received on 22<sup>nd</sup> July 2025.

Your Request and the Trust's response can be found in Appendix 1 below.

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.

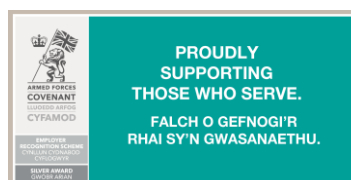
You should forward your complaint to:

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  
CF15 7QZ

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)

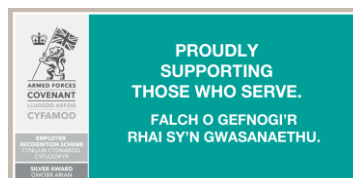
Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.  
Velindre University NHS Trust is happy to receive communication in Welsh or English.



Yours sincerely

**Non Gwilym**  
**Interim Director of Corporate Governance**  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.  
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## APPENDIX 1

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:

- Advanced call distribution to control the flow of calls and maximise customer experience
- Email, website live chat and integrations with popular social media apps like Facebook and Instagram
- 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.

Daisy Telecommunications

2. **Annual Average Spend:** For each supplier, please state the annual average (over 3 years) spend for each supplier

Providing costs would reveal commercial in confidence pricing arrangements with suppliers. The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to funding would have a prejudicial impact on the Trust and would weaken the Trust's position in a competitive environment revealing market-sensitive information with potential usefulness to its competitors. Therefore, the Trust wishes to use Freedom of Information exemption Section 43 (2) Commercial Interests (where Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)).

3. **Contract Duration:** For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

1 year

4. **Contract Expiry:** For each supplier, please state the date of when the contract expires.

March 2026

5. **Contract Review:** For each supplier, please state the date of when the contract will be reviewed.

January 2026

**6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Support contract for internal Mitel solution.

**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.**

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.**

Approximately 30 maximum

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

1 site

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

Mitel

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

No; Hybrid Microsoft Exchange 2016 and Exchange Online

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

2100

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

- **0800, 0845, 0870, 0844, 0300 number**
- **Routing of calls**
- **Caller Identifier**
- **Caller Profile- linking caller details with caller records**
- **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.**

Daisy Telecommunications

- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier.**

Providing costs would reveal commercial in confidence pricing arrangements with suppliers. The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to funding would have a prejudicial impact on the Trust and would weaken the Trust's position in a competitive environment revealing market-sensitive information with potential usefulness to its competitors. Therefore, the Trust wishes to use Freedom of Information exemption Section 43 (2) Commercial Interests (where Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

- This is part of the overall contract with contact centre and Mitel Support

- 3. Contract Expiry: For each supplier, please state the date of when the contract expires.**

March 2026

- 4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

January 2026

- 5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

This is part of the overall contract with contact centre and Mitel Support

- 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.**

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:

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