

Freedom of Information Request**Ref: UHB 17-272**

Date 26 May 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

- 1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)**
Maintenance
- 2. Existing Supplier: If there is more than one supplier please split each contract up individually.**
Siemens DX Maintained by ATOS
Cisco Call Manager maintained by Block
- 3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider**
This is commercially sensitive information and will not be shared at an organisational level. **Section 43** of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.
- 4. Number of Users:**
3000 DX
2500 VOIP
- 5. Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Please see above
- 6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
Netcall 59R and Voicemail

7. Telephone System Type: PBX, VOIP, Lync etc

Please see above

8. Contract Duration: please include any extension periods.

ATOS - 1 year

Block - 6 months

9. Contract Expiry Date: Please provide me with the day/month/year.

ATOS - 2ND March 2017

Block - Unknown

10. Contract Review Date: Please provide me with the day/month/year.

Not applicable

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

24/7 365 days a year 4 hours to site response

12. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Contact details for the Trusts senior staff are available from our website:

<http://www.uhbristol.nhs.uk/for-clinicians/gp-handbook/quick-reference-telephone-directory/>

Under Section 40(2) of the Freedom of Information Act, relating to a breach of Principle 1 of the Data Protection Act we are required to judge as to whether the disclosure of the information of less senior staff would be fair and reasonable to our employees.

Guidance issued by the Information Commissioner states that this exemption will commonly apply to "lists and directories of staff" and we do not believe that disclosing names and contact details to a third party would be fair or reasonable; therefore we are withholding this information at this time.

13. If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider.

Not applicable

14. If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible for that particular contract.

The Cisco Call Manager Maintenance is part of the maintenance for the IT Network Switches

15. If the maintenance for telephone systems is maintained in-house please can you provide me with:

We have an in-house engineering team of 2 engineers who deal with day to day faults, handset issues new installs moves and changes all details below remain the same as answers above

1. Number of Users:

3000 DX
2500 VOIP

2. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Please see response to Q5.

3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

Please see response to Q6.

4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.

Contact details for the Trusts senior staff are available from our website:

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5. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

Please see response to Q9.

6. If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

7. This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person.

Therefore; we are withholding this information at this time.

Public Interest test

When assessing whether or not it was in the public interest to disclose the information to you, we took into account the following factors:

Public interest considerations favouring disclosure

There is a public interest in disclosing information to facilitate accountability and transparency in the spending of public money.

There is a public interest in ensuring that companies are able to compete fairly.

There is also a public interest in ensuring that this is competition for public sector contracts.

Public interest considerations favouring withholding the information

Against disclosure is that the release of the requested information is commercially sensitive in that disclosing this information would reduce the number of companies willing to do business with the public sector, leading to reduced competition and increased costs.

Against disclosure is the public interest is the potential that by releasing the requested information would or would prejudice someone's commercial interests i.e. damage a company's reputation or the confidence that customers, suppliers or investors may have in a company.

We have considered whether it would be in the public interest for us to provide you with the requested information, despite the exemption being applicable. In this case, I have concluded that the public interest favours withholding the information. We reached the view that, on balance, the public interest is better served by withholding this information under Sections 43 of the Freedom of Information Act 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:

Trust Secretary
University Hospitals Bristol 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

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

[Redacted signature]