

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

30 January 2020

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0489**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**////////////////////REQUEST**

Please confirm the manufacturer of your telephony system(s) that are currently in place?  
**Philips SoPho iS3070.**

When was the installation date of your telephony equipment?  
**2001.**

Who maintains your telephony system(s)?  
**Mercia/Sodexo via PFI arrangements.**

Please confirm value of the initial project and value of annual support/maintenance services (in £)?  
**This information is considered commercially sensitive and is not possible to release under section 43 of the Freedom of Information Act 2000.**

When is your contract renewal date? **The PFI Concession Agreement will expire in 2029.**

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?  
**BTS CommsWare Console.**

When was the installation date of your contact centre infrastructure? **Upgraded in 2018.**

Who maintains your contact centre system(s)? **Hereford County Hospital switchboard service, which is the closest service that could be described as a Trust contact centre, is managed via the PFI arrangements.**

Please confirm value of the initial project and value of annual support/maintenance services (in £)?  
**This information is considered commercially sensitive and is not possible to release under section 43 of the Freedom of Information Act 2000.**

How many contact centre employees/agents do you have? **On average six full time equivalentents (FTEs).**

When is your contract renewal date? **The PFI Concession Agreement will expire in 2029.**

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using? **No.**

How many employees do you have overall within your organisation? **3000 FTEs**

Who currently provides your calls and lines? **Daisy**

What is your current annual spend on calls and lines? **£77k**

When is your contract renewal date? **Feb 2021**

Are you using SIP or ISDN? **ISDN**

Do you use a wide area network? **No.**

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX  
Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may 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

Telephone: 01625 545 745     [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

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All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value. Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with

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