

Freedom of Information Act 2000 - Request Reference FoI/20/350
Mobile and Telephony Contracts

Request details

Under the Freedom of Information Act, could you please kindly answer the questions below.

Telephony System

1. What is your current telephony system?

MX-One

2. How many users of the telephony system?

Approx 10,000

3. When is the contract up for renewal?

November 2020

4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?

Cardiff and Vale University Health Board (the UHB) are already utilising it.

5. The name (separately) and email address of the primary contact for this contract?

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data 4 Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test. However, to comply with our Section 16 obligation, the duty to provide advice and assistance, the generic procurement email address is below:

NWSSP.Cardiff.Procurement@wales.nhs.uk

6. Current annual spend?

After considering your request, Cardiff and Vale University Health Board (the UHB) considers this information to be exempt from disclosure under the Freedom of Information Act 2000 (Section 43) Commercial Interests. This section of the Act sets out an exemption from the right to know if:

- the information requested is a trade secret, or

- release of the information is likely to prejudice the commercial interests of any person. (A person may be an individual, a company, the public authority itself or any other legal entity).

This exemption was considered by the UHB when deciding whether to disclose information because it considered that in doing so there could be a significant risk in prejudicing the commercial interests of the company in question. As this is a qualified exemption, the UHB is required to complete a public interest test in deciding whether it is in the public's interest to withhold or disclose the information.

In favour of disclosure: There is a public interest in transparency and in the accountability of spending of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services.

Against disclosure: There is a risk of disclosure prejudicing the commercial interests of the UHB by affecting its bargaining position with agencies. This in turn could lead to less effective use of public funds in future. It has been established above that releasing the information under the Freedom of Information Act, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body (as upheld in ICO decision notice FS50473543 ICO v Royal Marsden Hospital Trust).

Decision: The UHB considers that the public interest in withholding the information is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the supplier to which this information concerns. The UHB believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. It was therefore decided that it was not in the public's interest to disclose this information.

Mobile phone contracts

1. Who is your current mobile phone provider?

EE

2. How many mobile connections?

Approx 2000

3. When is the contract up for renewal?

December 2019

4. How long do you contract for (24 or 36 months)?

36 months

5. The name (separately) and email address of the primary contact for this contract?

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data 4 Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test. However, to comply with our Section 16 obligation, the duty to provide advice and assistance, the generic procurement email address is below:

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Crown Commercial Services frameworks

- 1. Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)**

Yes

If not, how do you procure mobiles and telecommunication services/solutions?

Not applicable