

29 October 2018

Dear

I am writing in response to your request under the Freedom of Information Act (FOIA) to be provided with information on the series of questions listed in your email below.

Under FOIA, Estyn is required to:

- (i) confirm or deny whether it holds the information of the description specified in the request
- (ii) communicate the information requested to the applicant

In response to your queries, I can confirm the following in relation to each of your questions:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs) **Managed**
2. Existing Supplier: If there is more than one supplier please split each contract up individually. **Westgateit**
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 – **Maintenance part of an out sourced IT support contract so not specifically broken down.**
4. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Polycom**
5. Number of telephone users: **approx. 50**
6. Contract Duration: please include any extension periods. **The whole contract for IT support is for 2 years.**
7. Contract Expiry Date: Please provide me with the day/month/year. **July 2019**
8. Contract Review Date: Please provide me with the day/month/year. **March 2019**
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. **None**
10. Telephone System Type: PBX, VOIP, Lync etc – **Skype for business**
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract. **Maintenance, fault finding, management of pick up groups, allocation of numbers.**

12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes. **Through government framework**

13. 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. **Lisa Guildford, Financial Services Manager, [lisa.guildford@estyn.gov.uk](mailto:lisa.guildford@estyn.gov.uk), 02920446420**

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.

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.

If the maintenance for telephone systems is maintained in-house please can you provide me with: **n/a**

I hope that this information is helpful to you.

If you are not satisfied with the response Estyn has made regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and receive no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545 745  
Fax: 01624 524510  
Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)

Yours sincerely

**Robert Gairey**

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

**From:**

**Sent:** 04 October 2018 16:43

**Subject:** Request of information Telephone Maintenance

Dear FOI Officer,

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

**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)
2. Existing Supplier: If there is more than one supplier please split each contract up individually.
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
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
13. 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.

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.

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.

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

1. Number of telephone Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
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.

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

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?

I'm happy to receive this information on an email.

Thanks