

Reference: IR790

Date: 21 September 2021

Telephone Maintenance

I am writing in response to your request for information dated 24 August 2021 in which you requested information the following information. For ease of reference, I have reproduced your questions below in bold and set out our corresponding responses:

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 if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.

- 1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)**

All telephony now provided via Microsoft Teams through a "direct routing" connection.

- 2. Existing Supplier: If there is more than one supplier please split each contract up individually.**

Gamma Telecom Ltd.

- 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**

Ongoing costs for this contract are £1,557.50 monthly.

- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system.**

Not applicable.

- 5. Number of telephone users: 335**

- 6. Contract Duration: please include any extension periods.**

Contract starts 1/2/2021 for 24 months. Can optionally be extended by buyer for 2 periods of up to 12 months each.

- 7. Contract Expiry Date: Please provide me with the day/month/year.**

See above answer to Question (6).

- 8. Contract Review Date: Please provide me with the day/month/year.**

We have not recorded a contract review date.

- 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**

See answer to Question (1).

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

See answer to Question (1).

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.

G-Cloud 12 Framework Agreement (RM1557.12).

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

I am withholding the name of the WAO Head of IT under s40(2) of the Freedom of Information Act as this is the personal data of the role holder and disclosure would breach the data protection principles of the Data Protection Act 2018. This is an absolute exemption. In withholding this information I have considered the ICO guidance on the disclosure of personal data <https://ico.org.uk/media/for-organisations/documents/2614720/personal-information-section-40-and-regulation-13-version-21.pdf> and its guidance on requests for information about public authority employees https://ico.org.uk/media/for-organisations/documents/1187/section_40_requests_for_personal_data_about_employees.pdf. The role of Head of IT is a middle management role, it is not public facing and the role holder does not hold specific responsibility for the spending of public funds – this rests at a higher level in the organisation.

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 within the organisation responsible for that particular contract.

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

Not applicable, not held.

1. Number of telephone Users:

Not applicable, not held.

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

Not applicable, not held.

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

Not applicable, not held.

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.

Not applicable, not held.

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? *Not applicable, not held.*

If you are dissatisfied with the handling of your request, you can request an internal review. Requests for internal reviews should be addressed to Head of Law and Ethics, by email to info.officer@audit.wales or by post to Audit, Wales 24 Cathedral Road, Cardiff, CF11 9LJ

I must also refer you to section 50 of the Freedom of Information Act under which you may apply to the Information Commissioner for a decision on whether or not your request has been dealt with in accordance with the Act. The Information Commissioner's contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

email : casework@ico.gsi.gov.uk

Tel: 01625 545745
Fax: 01625 524510

You should note, however, that the Information Commissioner will not ordinarily investigate a complaint until the internal review process has been exhausted. Further guidance may be found on the Information Commissioner's website:

<https://ico.org.uk/>

If you have any queries, please do not hesitate to contact me.

Yours sincerely,

Information Officer