

Reference: IR771

Date issued: 3 February 2021

Telecoms and Networks

I am writing in response to your request for information dated 8 January in which you requested information regarding telecoms and networks.

For ease of reference, I have reproduced your questions below in bold and set out our corresponding responses.

Contract 1

1. Current Lines/Voice Services (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.

Gamma Telecom Ltd

2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

1/2/2023

3. Fixed Line- Contract Duration- the number of years the contract is for each provider

2 years, can optionally be extended twice for 12 months each time making a possible maximum of 4 years

4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP

335 direct dial phone numbers connected to Microsoft Teams via a "direct routing" service

5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

As above

Contract 2 - N/A to all questions, covered under contract 1 above

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?

7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.

9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Contract 3

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

BT

12. Fixed Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Out of contract minimum term, now a rolling contract under which each line can be cancelled at a month's notice

13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

Estimate: Approx 20 lines at around £20 rental per month giving £4,800 annual total

Contract 4

14. WAN Provider- please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?

Public Sector Broadband Aggregation (PSBA) framework contract, currently provided by BT

15. WAN Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

See www.psba.gov.wales for information on PSBA

16. Contract Description: Please can you provide me with a brief description of the contract

See www.psba.gov.wales for information on PSBA

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

6 sites

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

Estimate: £30,000 per annum

19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.

See www.psba.gov.wales for information on PSBA

20. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contracts above.

All contracts are managed by our Business Services Department at Wales Audit Office, 24 Cathedral Road, Cardiff, CF11 9LJ, Business.Services@audit.wales, 02920 320500. Queries may be addressed to the Head of Business Services.

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely,

Information Officer