

Reference: IR822

Date issued: 14 April 2022

Telecom and Networks

I am writing in response to your request for information dated 22 March 2022 in which you requested information regarding telecom and networks.

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

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

1.Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

All telephony other than mobile are provided under contract with Gamma Telecom Ltd via Microsoft Teams through a “direct routing” connection.

2.Telephony/Voice Services - 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

The contract started on 1 February 2021 for 24 months. This can optionally be extended by the buyer for two periods of up to 12 months each.

3.Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

See answer to (2) above.

4.Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP

See answer to (1) above.

5.Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

See answer to (1) above.

Contract 2 - Incoming and Outgoing of call services.

We have no separate contract which matches this description.

Contract 3 - The organisation's broadband provider.

We have no contract to provide broadband lines at present.

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

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?

Provided under Wales Government's Public Sector Broadband Aggregation (PSBA) contract. Information about PSBA can be found on their website:
<https://www.psba.gov.wales/>

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 answer to (14) above.

16.Contract Description: Please can you provide me with a brief description for each contract

See answer to (14) above.

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

Three sites.

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

Charges for 2021 / 22 were approximately £12,000.

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 answer to (14) above.

20. Internal Contact: please can you send me their 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 Audit Wales, 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