

**Reference:** IR754

**Date issued:** 22 September 2020

## Telephone maintenance

I am writing in response to your request for information dated 28 August 2020 in which you requested information regarding telephone maintenance. For ease of reference, I have reproduced your questions below and set out our corresponding responses.

### Telephone maintenance contract

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

*All telephony is currently provided under a single contract with Interoute, which started on 17 July 2018 (renewal date July 2021).*

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

*Interoute*

**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**

*The fixed element of the monthly charge is £3,865.50 plus an estimated £248 monthly for call charges.*

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

*Most colleagues use Jabra headsets connected to Lenovo laptops.*

**5. Number of telephone users:**

*The contract covers "direct dial in" numbers or "lines" for 335 users.*

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

*July 2018 – July 2021*

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

*July 2021*

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

July 2021

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

*n/a*

- 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.**

*The contract is for a hosted Skype solution.*

- 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.**

*Procurement was through the G Cloud 9 Crown Commercial Services 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.**

**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.**

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

*For all questions for this section, the responses are - not applicable.*

If you wish to complain about the handling of your request, please write to Martin Peters, Law and Ethics Manager, by email to [martin.peters@audit.wales](mailto:martin.peters@audit.wales) or by post to 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](mailto:casework@ico.gsi.gov.uk)  
Tel: 01625 545745  
Fax: 01625 524510

You should note, however, that the Information Commissioner would normally expect you to have exhausted our internal complaints procedures before dealing with such an application. 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.

Information Officer