

**From:** [Robert Gairey](#) on behalf of [Enquiries](#)  
**To:**  
**Subject:** Request for Information – Telecom - Networks - response 29  
**Date:** February 2024 07:44:31

---

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 responses:

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

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

[GAMMA and BT](#)

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend <£30,000

3. 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

[BT PSBA - 31/09/2024 and GAMMA - 18/02/2027](#)

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

[GAMMA 3 years \(optional 24 Months Extension\) and BT 1 year rolling contract](#)

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

[SIP \(GAMMA\) and PSTN \(BT PSBA\)](#)

6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN  
SIP = 3

**Contract 2 - Incoming and Outgoing of call services.**

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

[Supplier is GAMMA](#)

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.

[Contract Renewal Date - 18/02/2027](#)

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

[SIP services - under Framework RM 6116 we are prohibited from sharing commercially sensitive data – Annual spend <£30,000](#)

9. Minutes Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

[GAMMA 3 years \(optional 24 Months Extension\)](#)

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

[Extensions - 82](#)

**Contract 3 - The organisation's broadband provider.**

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

[BT - PBSA](#)

12. Broadband expiry 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 expiry dates up into however many suppliers

[Rolling annual contract, anniversary 30th September](#)

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

<£25,000

**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?

[BT - PBSA](#)

15. WAN Contract expiry 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 expiry dates up into however many suppliers

[Rolling annual contract, anniversary 30th September](#)

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

[Broad band connection between Anchor Court and Stadium House \(all internet and voice phone traffic\)](#)

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

one

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

<£25,000

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.

[PUBLIC SECTOR BROADBAND AGGREGATION UNDER WG](#)

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.

Ben Thomas 029206327 [ben.thomas@estyn.gov.uk](mailto:ben.thomas@estyn.gov.uk) Systems Administrator.

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

Estyn

Arolygiaeth Ei Fawrhydi Dros Addysg A Hyfforddiant yng Nghymru His Majesty's Inspectorate For Education and Training in Wales

Cyfeiriad: Llys Angor, Heol Keen, Caerdydd, CF24 5JW

Address: Anchor Court, Keen Road, Cardiff, CF24 5JW Ffôn Estyn/Estyn Phone: 02920 446309

E-bost/E-mail: [robert.gairey@estyn.gov.wales](mailto:robert.gairey@estyn.gov.wales)

Gwefan/Website: [www.estyn.llyw.cymru](http://www.estyn.llyw.cymru) / [www.estyn.gov.wales](http://www.estyn.gov.wales) Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.

Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.

Dilynwch @EstynAEF / Follow @EstynHMI

---

**From:**

**Sent:** Friday, February 2, 2024 5:24 PM

**Subject:** 21 23 01 Request for Information – Telecom - Networks

Hello

I would like to submit a new FOI request.

All or some of the information provided previously has expired, I require an update on the questions below.

See my request below:

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

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

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

3. 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

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

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

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

**Contract 2 - Incoming and Outgoing of call services.**

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. If SIP services, please provide me with the cost of services per month.

9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

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

**Contract 3 - The organisation's broadband provider.**

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

12. Broadband expiry 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 expiry dates up into however many suppliers

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

**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?

15. WAN Contract expiry 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 expiry dates up into however many suppliers

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

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

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

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.

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.

Please acknowledge the receipt of this email,

Thanks