

From: [Robert Gairey](#)
To:
Subject: Request for Information - Telecom and Networks - response 22
Date: February 2022 14:11:00
Attachments: [FOI february 2022.xlsx](#)
[image001.png](#)

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 attach a spreadsheet containing the relevant collated information.

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

Yours sincerely

Robert Gairey

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

Arolygiaeth Ei Mawrhydi Dros Addysg A Hyfforddiant yng Nghymru
Her 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

Gwefan/Website: www.estyn.llyw.cymru / 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 [@EstynAEM](https://twitter.com/EstynAEM) / Follow [@EstynHMI](https://twitter.com/EstynHMI)

From:

Sent: 01 February 2022 16:33

To: Enquiries <Enquiries@estyn.gov.uk>

Subject: Request for Information - Telecom and Networks

RHYBUDD: Deilliodd yr e-bost hwn o du allan i system E-bost ESTYN. Peidiwch ag ateb, na chlicio ar ddolenni nac agor atodiadau oni bai eich bod yn adnabod cyfeiriad e-bost yr anfonwr ac yn gwybod bod y cynnwys yn ddiogel. WARNING: This email originated from outside ESTYN's email system. Do not reply, click links or open attachments unless you recognise the sender's email address and know the content is safe.

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 etc)

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.
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
3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP
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

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 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

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 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

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

Click [here](#) to report this email as spam.

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. | Gamma, Twilio and BT |
| 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 | BT PSBA - 31/09/2023 GAMMA - 31/03/2023 TWILIO - Rolling contract (Monthly Cost for Video Conferencing) |
| 3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions. | |
| 4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP | SIP (GAMMA and TWILIO) PTSN (BT PSBA) |
| 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 | SIP = 3 |

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? | 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. | 31/03/2023 |
| 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. | <£25k |
| 9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions. | 2 |
| 10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable. | 60 |

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 PSBA |
| 12. 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 | 31/09/2023 |
| 13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable. | < £25k |

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 PSBA (one contract) |
| 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 | 31/09/2020 |
| 16. Contract Description: Please can you provide me with a brief description for each contract | Internet connection |
| 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. | <£25k |

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.

Framework RM3808 Direct Award Catalogue Offerring.

enquiries@estyn.gov.uk