

Reference: IR909

Date issued: 29 February 2024

Telecom and networks

I am writing in response to your request for information regarding telecom and networks, dated 2nd February 2024.

For ease of reference, I have reproduced your questions below and set out our corresponding 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 Telecom Ltd.

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

£18,690 annually plus call charges.

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.

Current contract ends 01/02/2025.

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

Current contract began 1/2/2021 for an initial 24 months and has now been renewed twice for 12 months each renewal making 48 months total.

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.

All lines are direct routing for Microsoft Teams.

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.

335 "lines" i.e. for 335 users to make phone calls via Microsoft Teams.

Contract 2 - Incoming and Outgoing of call services.

Audit Wales has no separate contract for call services other than for Gamma (above) and for mobiles.

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?

Virgin Media Business Internet circuit, £3,600 per annum, 36 months from March 23.

Zen Internet circuit, £4,544 per annum, 36 months from March 23.

Zen Internet circuit, £924 per annum, 24 months from Jan 23.

Zen Internet circuit, £924 per annum, 24 months from Mar 23.

12. Broadband expiry I 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.

See above.

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

See above.

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

Audit Wales does not have separate contracts for WAN services other than the Internet services above.

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.

All contracts are managed by our Business Services Department at Audit Wales, Head Office, 1 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ, Business.Services@audit.wales, 02920 320500. Queries may be addressed to the Head of Business Services.

If you have any queries regarding the handling of your request, please do not hesitate to contact me.

Yours sincerely,

Information Officer