



UK Government
Llywodraeth y DU

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Our ref: 19FOI 9
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FREEDOM OF INFORMATION ACT REQUEST

You asked for information on the department's telephone system maintenance contract (VOIP or PBX, other).

We have handled your request under the Freedom of Information Act 2000 and our answers to your questions are set out at Annex A.

Freedom of Information Request: Questions and Answers

Q1. Contract Type: Maintenance, Managed, Shared (If so please state orgs).

A1. The Office of the Secretary of State for Wales has a managed service supplied by CenturyLink Communications UK Limited.

Q2. Existing Supplier: If there is more than one supplier please split each contract up individually.

A2. N/A

Q3. Annual Average Spend: The annual average spent for this contract and please provide the average spend over the past 3 years for each provider.

A3. The annual average spent for this contract in 2015-16, 2016-17 and 2017-18 was £38,000.

Q4 Hardware Brand: The primary hardware brand of the organisation's telephone system.

A4. The Handsets are Polycom; Cisco switches and routers.

Q5. Number of telephone users.

A5. As at 31st January 2019 we had 52 users

Q6. Contract Duration: please include any extension periods.

A6. CenturyLink Communications UK Limited provides services to the Office of the Secretary of State for Wales under a three years contract. Our current contract has been extended for the period of six months

Q7. Contract Expiry Date: Please provide me with the day/month/year.

A7. Our current contract expires on the 30th June 2019.

Q8. Contract Review Date: Please provide me with the day/month/year.

A8. The contract review date was 31st December 2018

Q9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

A9. The system is managed, maintained and upgraded by CenturyLink Communications UK Limited. The Office of the Secretary of State for Wales uses basic telephony services (desktop phones) and runs no specific applications.

Q10. Telephone System Type: PBX, VOIP, Lync etc.

A10. The Office has a VOIP system.

Q11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

A11. Telephony Services.

Q12. Go to Market: How were these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

A12. Services were procured through Crown Commercial Services (CCS) framework reference RM1045.

Q13. 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.

A13.

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