



# UK Government Llywodraeth y DU

Office of the Secretary of State for Wales  
Swyddfa Ysgrifennydd Gwladol Cymru

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Our ref: 20FOI 75  
11<sup>th</sup> August 2020

Dear Daniel Leonard,

## FREEDOM OF INFORMATION ACT REQUEST

Thank you for your email of 20 July requesting information about the Office of the Secretary of State for Wales. You asked for information on the Offices telephony system(s). We have handled your request under the Freedom of Information Act 2000 and our responses to your questions are set out at Annex A.

You may ask for an internal review if you are unhappy with our response to your request. The internal review would be carried out by someone who did not deal with your request, who would re-assess how the Department handled it. Requests for an internal review should be received within two months of our response. If you wish to do this, please write to:

Freedom of Information Team  
Wales Office, Gwydyr House  
Whitehall  
London SW1A 2NP

Email: [walesofficefoi@ukgovwales.gov.uk](mailto:walesofficefoi@ukgovwales.gov.uk)

If you remain dissatisfied after an internal review decision, you have the right to apply to the Information Commissioner's Office under Section 50 of the Act. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane, Wilmslow  
Cheshire, SK9 5AF

If you have any queries about this letter, please contact me at the above address. Please remember to quote the reference number above in any future communications.

Yours sincerely

Freedom of Information Team

## **Freedom of Information Request: Questions and Answers**

## **Annex A**

**Q1.** Please confirm the manufacturer of your telephony system(s) that are currently in place?

**A1.** Vodafone PLC.

**Q2.** When was the installation date of your telephony equipment?

**A2.** July 2019.

**Q3.** Who maintains your telephony system(s)?

**A3.** Vodafone PLC.

**Q4.** Please confirm value of the initial project and value of annual support/maintenance services (in £)?

**A4.** The value of the initial project was £21,482.60 and the annual recurring charges are £1834.70.

**Q5.** Does your annual maintenance service include moves, adds and changes? And if not, what is the annual cost of moves, adds & changes?

**A5.** We do not hold this information. The services were procured under a Ministry of Justice contract.

**Q6.** When is your contract renewal date?

**A6.** 1<sup>st</sup> July 2021

**Q7.** Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

**A7.** Yes, the Office uses MS Teams and Skype for business but these are separate to the telephony solution.

**Q8.** Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

**A8.** The Office does not have a Contact centre system.

**Q9.** When was the installation date of your contact centre infrastructure and who maintains it?

**A9.** Please refer to response in A8.

**Q10.** Please confirm value of the initial project and value of annual support/maintenance services (in £) and how many contact centre employees/agents do you have? Do agents work from home. Or just from your offices?

**A10.** Please refer to response in A8.

**Q11.** What is your contract renewal data?

**Q12.** Do you use a CRM in the contact centre? What platform is used?

**Q13.** Do you use a knowledge base / knowledge management platform? What platform is used?

**A11-13.** Please refer to response in A8.

**Q14.** Who currently provides your calls and lines?

**A14.** Vodafone PLC.

**Q15.** What is your current annual spend on calls and lines?

**A15.** Please refer to response in A4.

**Q16.** When is your contract renewal date?

**A16.** Please refer to response in A6.

**Q17.** Who provides your wide area network? How many sites are connected?

**A17.** Please refer to response in A5.

**Q18.** How many employees do you have overall within your organisation?

**A18.** The information you have requested is exempt under section 21(1) of the Freedom of Information Act. Section 21 exempts information if this information is reasonably accessible to the applicant by other means. Section 21 is an absolute exemption and the Office is not required to consider whether the public interest favours disclosure of this information. The information can be found on our website <https://www.gov.uk/government/publications/workforce-management-information-wales-office-2020-21>

**Q19.** Can you provide contact details for your procurement lead / category manager for these services?

**Q20.** Can you provide names and contact details for the following people within your organisation?

CIO / IT Director

Head of IT

Head of Digital Transformation

Head of Customer services

**A19/20.** These roles are covered by the Deputy Director Constitution and Corporate Services

Geth Williams

Deputy Director, Constitution & Corporate Services,

Gwydyr House

Whitehall

London, SW1A 2NP

[correspondence@ukgovwales.gov.uk](mailto:correspondence@ukgovwales.gov.uk)