

Telephony Contract

14 August 2020

Request for Information.

Thank you for your request received on 20 July which is included as Annex A to this letter.

Please see the response below.

Section 1

Please confirm the manufacturer of your telephony system(s) that are currently in place?
Skype from Microsoft.

When was the installation date of your telephony equipment?
April 2015.

Who maintains your telephony system(s)?
Nexus.

Please confirm value of the initial project and value of annual support/maintenance services (in £)?
Initial project cost: £120,000 (excluding VAT) £28,620 (including VAT) annual support/maintenance cost.

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?
N/A

When is your contract renewal date?
January 2023, with an option to extend for a further 12 months.

Senedd Cymru
Bae Caerdydd
Caerdydd, CF99 1SN

Welsh Parliament
Cardiff Bay
Cardiff, CF99 1SN
Ffôn/Tel: 0300 200 6224

E-bost/Email: Ceisiadau-gwybodaeth@senedd.cymru
Information-request@senedd.wales

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?

Yes, Skype and Teams.

Section 2

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

Anywhere365 from Nexus.

When was the installation date of your contact centre infrastructure?

December 2019.

Who maintains your contact centre system(s)?

Nexus.

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

£87,700.38 (including VAT) was the full cost for the first 12 months, with an annual cost of £12,148.13 (including VAT) for following years.

How many contact centre employees/agents do you have?

24 agents across 3 contact centres.

Do agents work from home? Or just your offices?

Primarily agents are based in the office but can work from home.

When is your contract renewal date?

December 2022.

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

No - no platform is currently in use.

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

Yes, Fresh Service.

Section 3

Who currently provides your calls and lines?

Digital Communications.

What is your current annual spend on calls and lines?

7k Digital Communications.

When is your contract renewal date?

October 2022.

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

103 sites connected. Daisy - 96; Virgin - 2; Airband - 1; Async - 1; PSBA - 1; Nsuk - 1; Proximus - 1

Section 4

How many employees do you have overall within your organisation?

481

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

Helena Heath - Helena.Heath@senedd.wales

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

- *CIO / IT Director*
Director of resources - David Tosh - David.Tosh@senedd.wales
- *Head of IT*
Mark Neilson - Mark.Neilson@senedd.wales
- *Head of Digital Transformation*
N/A
- *Head of Customer services*
Lisa Bray - Lisa.Bray@senedd.wales

Yours sincerely

**Freedom of Information Manager
Welsh Parliament**

Your request has been considered according to the principles set out in the **Code of Practice on Public Access to Information**. If you have any questions regarding this response please contact me. If you feel you have cause for complaint, please follow the guidance below.

Cause for concern or complaint with your FOI response?

If you are dissatisfied with the Welsh Parliament's handling of your request, you can request an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Freedom of Information Manager at:

Information-request@senedd.wales or in writing to

Welsh Parliament
Governance and Assurance
Cardiff Bay
Cardiff
CF99 1SN

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

Annex A

Dear Welsh Parliament,

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

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

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

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

When is your contract renewal date?

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?

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

When was the installation date of your contact centre infrastructure?

Who maintains your contact centre system(s)?

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

How many contact centre employees/agents do you have?

Do agents work from home? Or just your offices?

When is your contract renewal date?

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

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

Who currently provides your calls and lines?

What is your current annual spend on calls and lines?

When is your contract renewal date?

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

How many employees do you have overall within your organisation?

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

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