



Llywodraeth Cymru
Welsh Government

Our ref: ATISN 13618
Date: 19 December 2019

Dear

Request for Information – ATISN 13618

Thank you for your request, which I received on 28 November. You asked for the information listed at Annex 1.

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

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Or e-mail: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex 1

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

Mitel

When was the installation date of your telephony equipment? **2017**

Who maintains your telephony system(s)? **Mitel**

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

The total initial project charges were £6.58m, this included a 5 year support and maintenance agreement. In addition, we have a 12 month contract in place for 2nd line telephony support services costing £260k.

When is your contract renewal date?

The 5 year Mitel agreement will end in December 2021. The 2nd line support contract will end in June 2020 but includes an option to extend for a further 6 months.

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

When was the installation date of your contact centre infrastructure?

From 2017 onwards (there are several).

Who maintains your contact centre system(s)? **Mitel**

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

Contact centres for HR Shared Services, the WG Switchboard and Business Wales were included in the initial project (costs as detailed above).

Additional contact centres have been installed for:

- **The ICT Service Desk and Care Inspectorate Wales: Project costs = £122,800 (Support added into the 5 year Mitel agreement).**
- **Rural Payments Wales: Project costs = £10,398, Support costs = approx. £1,420 (these have not been paid as yet and will be added into the main agreement at contract renewal stage).**

How many contact centre employees/agents do you have? **Approx. 120**

When is your contract renewal date?

All contact centres have been added into the 5 year agreement – renewal December of 2021.

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

Skype for Business 2016 (no enterprise voice), Mitel Conferencing (voice only).

How many employees do you have overall within your organisation?

At 31 October 2019, the Welsh Government employed 4,524 individuals on a full-time basis and 1,127 individuals on a part-time basis. In addition, there were 230 individuals recorded on our HR Information System as contractors.

Who currently provides your calls and lines? **Mitel, BT**

What is your current annual spend on calls and lines? **Don't know. Part of a 5 year paid upfront bundle of 7.5m minutes p.a. (part of original project procurement and price)**

When is your contract renewal date? **2021**

Are you using SIP or ISDN? **SIP**

Do you use a wide area network? **Yes**