

5 October 2020

Dear

Thank you again for your email, in which you formally request information in regards to Estyn's mobile and telephone contracts.

When dealing with requests for information made under the Freedom of Information Act 2000 (the 'Act'), Estyn's obligations include:-

1. Confirming or denying whether it holds information of the description specified in the request; and 2. Communicating the information requested to the applicant.

There are a number of exemptions under the Act that impact these obligations. Estyn is required to consider whether an exemption applies in the context of the information being released into the public domain, not just in the context of the information being released to the particular applicant that has requested the information.

If Estyn releases information in response to a Freedom of Information request, this is essentially a decision that the information can be released in response to any similar request from any member of the public.

In response to your request, I have appended responses to your questions below.

#### Telephony System

1. What is your current telephony system? Skype for business 2.
2. How many users of the telephony system? 120
3. When is the contract up for renewal? Licence renewal 2022
4. If it isn't a VoIP system, will that be a consideration for the next contract cycle? Voip system
5. The name and email address of the primary contact for this contract? Lisa Guildford  
[Lisa.guildford@estyn.gov.uk](mailto:Lisa.guildford@estyn.gov.uk)
6. Current annual spend? £3k

#### Mobile phone contracts

1. Who is your current mobile phone provider? Daisy
2. How many mobile connections? 70
3. When is the contract up for renewal? September 2021
4. How long do you contract for (24 or 36 months)? 36 months
5. The name and email address of the primary contact for this contract? Lisa Guildford  
[Lisa.guildford@estyn.gov.uk](mailto:Lisa.guildford@estyn.gov.uk)
6. Current annual spend? £11k

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Estyn, Llys Angor/Anchor Court, Heol Keen/Keen Road, Caerdydd/Cardiff, CF24 5JW

Ffôn/Telephone 02920 446446

ymholiadau@estyn.llyw.cymru • enquiries@estyn.gov.wales

www.estyn.llyw.cymru • www.estyn.gov.wales

Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.

Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)

Do you procure through the G-Cloud framework? Where appropriate, yes.

If you are not satisfied with the decision Estyn has taken regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner through their website:

<https://ico.org.uk/about-the-ico/who-we-are/wales-office/>

Telephone: 0303 123 1113

Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)

Yours sincerely

Robert Gairey

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

Arolygiaeth Ei Mawrhydi Dros Addysg A Hyfforddiant yng Nghymru Her Majesty's  
Inspectorate For Education and Training in Wales

Cyfeiriad: Llys Angor, Heol Keen, Caerdydd, CF24 5JW

Address: Anchor Court, Keen Road, Cardiff, CF24 5JW Ffôn Estyn/Estyn Phone: 02920  
446309

E-bost/E-mail: [robert.gairey@estyn.gov.wales](mailto:robert.gairey@estyn.gov.wales)

Gwefan/Website: [www.estyn.llyw.cymru](http://www.estyn.llyw.cymru) / [www.estyn.gov.wales](http://www.estyn.gov.wales) Mae Estyn yn croesawu  
gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall  
yn cael yr un flaenoriaeth.

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either language will be given equal priority.

Dilynwch @EstynAEM / Follow @EstynHMI

-----Original Message-----

From:

Sent: 14 September 2020 15:34

To: Enquiries <[Enquiries@estyn.gov.uk](mailto:Enquiries@estyn.gov.uk)>

Subject: 08 20 01 Freedom of Information request - Mobile and Telephony contracts

Dear Her Majesty's Inspectorate for Education and Training in Wales,

Mobile and Telephony contracts

I hope you are well.

Under the Freedom of Information Act, could you please kindly answer the questions below.

Telephony System

1. What is your current telephony system?
2. How many users of the telephony system?
3. When is the contract up for renewal?
4. If it isn't a VoIP system, will that be a consideration for the next contract cycle?
5. The name and email address of the primary contact for this contract?
6. Current annual spend?

Mobile phone contracts

1. Who is your current mobile phone provider?
2. How many mobile connections?
3. When is the contract up for renewal?
4. How long do you contract for (24 or 36 months)?
5. The name and email address of the primary contact for this contract?
6. Current annual spend?

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)

Do you procure through the G-Cloud framework?

Yours faithfully,