

From: [Robert Gairey](#) on behalf of [Enquiries](#)
To:
Cc: [Enquiries](#)
Subject: 13 22 03 FOI Request - Contact Center - response
Date: 30 November 2022 15:05:00
Attachments: [FOI Request 30.11.22.xlsx](#)

Dear

Thank you again for your email, in which you formally request information in regards to Estyn's contact centre arrangements.

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 attach an Excel spreadsheet presenting the information in relation to each of our IT related contracts.

The contact person in the first instance would be our Procurement Manager Alison Palmer, who can be reached at alison.palmer@estyn.gov.uk Telephone number 02920 446513.

In addition, I can confirm that we have subscriptions with Hootsuite for social media management and as our monitoring tool supplier; actual spend on this is £609.62 for current year; estimate £3,000 for duration of subscription; and a subscription with Restream, for integration with our social media platforms, at a monthly cost of <£20.

The contacts in relation to these subscriptions would be Gina Rathbone, Stakeholder Engagement Manager, who can be reached at gina.rathbone@estyn.gov.uk, telephone number 02920 446317.

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

Yours sincerely

Robert Gairey
Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn
Arolygiaeth Ei Fawrhydi Dros Addysg A Hyfforddiant yng Nghymru His 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

Gwefan/Website: 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.

Dilynwch @EstynAEM / Follow @EstynHMI

From:

Sent: 28 November 2022 06:41

To: Enquiries <Enquiries@estyn.gov.uk>

Subject: 13 22 01 FOI Request - Contact Center

RHYBUDD: Deilliodd yr e-bost hwn o du allan i system E-bost ESTYN. Peidiwch ag ateb, na chlicio ar ddolenni nac agor atodiadau oni bai eich bod yn adnabod cyfeiriad e-bost yr anfonwr ac yn gwybod bod y cynnwys yn ddiogel. WARNING: This email originated from outside ESTYN's email system. Do not reply, click links or open attachments unless you recognise the sender's email address and know the content is safe.

Hello,

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- 1. contact centre contract(s)**
- 2. inbound network services contract (s)**

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
4. Contract Expiry: For each supplier, please state the date of when the contract expires.
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please

provide me with their actual job title.

8. Number of Agents; please provide me with the total number of contact centre agents;

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

12. Number of email users: Approximate number of email users across the organisations.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Please can you acknowledge my request so that I know that the request is being dealt with. If you have any questions or queries in relation to this request, please send me an email and I will respond accordingly.

Also, I would appreciate it if the contract information was included within a spreadsheet.

Regards

Click [here](#) to report this email as spam.

Title	Supplier	Contract/Framework/P O Ref	Procurement Route	Contract Start Date	Contract Term	Contract End Date	Financial Year Awarded	Spend (Annual)
Office calls (Lync), HMI Broadband & HMI telephone lines.	GAMMA	NPS Framework	ITQ	01/04/2020	3 YEARS	31/03/2023	19-20	£20,000
Multi-Function-Devices (Photocopier) Contract	Konica	CON14 2019-20	CCS3781 Lot 2	31/12/2019	3 yrs with option to extend 2 yrs	31/12/2022	19-20	<£10,000
Mobile and Data	Daisy Corporate Services Trading Limited	CON03 2021-22 / Framework - Crown Commercial Services RM3808 Lot 6 Direct Award	Framework - Crown Commercial Services RM3808 Lot 6 Direct Award	01/10/2021	24 Months + option of 12 months extension	30/09/2023	21-22	<£15,000
CON06 21-22 - OUTSOURCED IT	BZB IT	ITT	ITT	07/02/2022	2 YRS	06/02/2024	21-22	£60,000
CON 09 21-22 Zoom Licences	15K	CON 09 21-22	ITQ	14/02/2022	1 year	14/02/2023	21-22	<£10,000
Penetration Testing	Cognisys Ltd	CON04 22-23	ITT	04/10/2022	1 year +2 years on extension	03/10/2023	22-23	<£10,000