



Date issued: 14 August 2020

Communications and Services

Thank you for your Freedom of Information (FOI) Act request of 12 July 2020. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our information access policy.

The answers to your queries are set out below:

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

N/A - we use Microsoft Teams for all fixed voice calls

When was the installation date of your telephony equipment?

Soft PBX installed in 2019

Who maintains your telephony system(s)?

Microsoft

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

Less than £5K for soft PBX. All other costs are included in Microsoft Monthly Licence charges

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

See above

When is your contract renewal date?

N/A

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?

MS Teams

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

N/A

When was the installation date of your contact centre infrastructure?

N/A

Who maintains your contact centre system(s)?

N/A



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

N/A

How many contact centre employees/agents do you have?

N/A

Do agents work from home? Or just your offices?

N/A

When is your contract renewal date?

N/A

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

Internal system currently under development

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

N/A

Who currently provides your calls and lines?

No copper lines. Internet fibre link being moved over to PSBA

What is your current annual spend on calls and lines?

Nil on copper lines.

When is your contract renewal date?

N/A

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

No Wan - simply a connection to the Internet

How many employees do you have overall within your organisation?

326 as of Friday 14 August 2020

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

Contact details for these individuals are confidential

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

CIO / IT Director

Head of IT



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Head of Digital Transformation

Head of Customer services

Contact details for these individuals are confidential

Yours sincerely

Transport for Wales