

Date issued: 23 March 2021

Freedom of Information Request

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our information access policy.

You asked for the following information:

“Please can I request your IT Contractor spend for 2020 and the agencies / consultancies in which you have engaged and the frameworks you’ve utilised (if any).
 Please can you also confirm the current number of IT Contractors you are engaged with.
 Please can you also send me your current IT Organisation Chart.”

Having reviewed your questions, we are able to provide the following information:

TfW does not hire individual named IT contractors. Instead, our process is to appoint a company to complete a task or deliver a service, and the number of staff members that company then commits to that work is left to their discretion. TfW is currently engaged with the following six IT companies:

| Directorate | Contractor | Service provision | Procurement Route | Spend in 2020 |
|--|--------------------------|--|--|---------------|
| Corporate and Consultancy Services - IT | Net Support UK | General IT Set up and support | Legacy contract (current re-procurement requirements under review) | £130,000 |
| Finance | SA Global | MS Dynamics Config & Support Partner | G-Cloud | £242,000 |
| Corporate and Consultancy Services - IT | Red Cortex | Specialist IT Support | DOS | £840,000 |
| People & Organiastion | MHR International UK Ltd | HR System (web based portal for staff) | G-Cloud | £100,382 |
| Rail Operations | ECR | Catering Stock Management System | Commercial Departure Request (transfer of catering function from Keolis Amey TfW Rail Services to TfW) | £99,728 |
| Corporate and Consultancy Services – North Wales | ViaVan | Flecsi Bus Solution | Commercial Departure Request | £100,377 |

Our current IT organisation chart is as follows:



We hope this information is of use to you.

Yours sincerely,

Transport for Wales

Appeal Rights

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. Your request must be submitted within 40 working days of receipt of this letter. 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 (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".