

Annex A

Request and response

Please see our response below as bullet points after each question

Telephony and UC/ Collaboration

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

- The FSA no longer have any functioning telephony hardware since we have moved everything to Teams softphones.

When was the installation date of your telephony equipment?

- N/A as the FSA does not have telephony equipment.

When is your contract renewal date?

- Q4 2022

Who maintains your telephony system(s)?

- Symity Ltd

Please confirm the value of the initial project

- £50,000 budget, covering set up and 2 year run costs

Please confirm the total ongoing annual spend on telephony

- Year 1 run costs £6,107.89

Please confirm the annual support cost for your telephony system

- Teams core support beyond direct routing £1,500

Do you use Unified Communications or Collaboration tools, if so which ones?

- Teams for Unified Communications

Contact Centre

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

- None of this is applicable as the FSA does not have a contact centre.

When was the installation date of your contact centre infrastructure?

- N/A

When is your contract renewal date?

- N/A

Who maintains your contact centre system(s)?

- N/A

Please confirm value of the initial project?

- N/A

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

- N/A

How many contact centre agents do you have?

- N/A

Do agents work from home? Or just your offices?

- N/A

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

- N/A

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

- N/A

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

- Exponential-E Ltd. £210k

Have you or do you plan to deploy SD Wan services

- We don't currently deploy SD WAN services and there are currently no plans in place to do so.

Have you got SIP trunks, if so who from and confirm annual spend

- The FSA does not have any on-premise SIP lines.

Please confirm who provides your LAN, WIFI and Security infrastructure

- LittleFish UK Ltd

Please confirm your annual spend on each

- Annual spend £170,508

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

- This information has been withheld under section 31 (law enforcement) of the Act as we can neither confirm nor deny we hold this information. Please see Annex B for further details of our use of this exemption.

Organisation

How many employees do you have overall within your organisation?

- 1300

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

- The names of FSA staff responsible in this area have been withheld under section 40 (personal information) of the Act. Please see Annex B for further details of our use of this exemption.

Communications can be sent to the following mailbox:

FSA.Procurement@food.gov.uk

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

- CIO / IT Director: Diane Barlow, diane.barlow@food.gov.uk
- Head of IT: Rose Oliver, rose.oliver@food.gov.uk
- Head of Digital Transformation: Paul Turner, paul.turner@food.gov.uk
- Head of Customer services: N/A as the FSA does not have a Customer Service Centre