



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2014-05927

**Keyword:** Organisational Information/Governance

**Subject:** PSNI Business Phones

### Request and Answer:

I am currently conducting research into public sector use of mobile phones and tablets. I would like to know the key drivers in deciding which network to choose (O2, EE, Vodafone or BT). I would like information on the following:

#### Question 1)

What factors are considered when procuring the services of a network for your employees?

#### Answer

This is to inform you that the Police Service of Northern Ireland has now completed its search for the information you requested. The decision has been taken to disclose the located information to you in full. The main factors include: Full Cost including Transition, Services offered and Network Coverage.

#### Question 2)

What do your employees use their handsets/tablets/mobile broadband for?

#### Answer

The use of PSNI provided mobile devices is for operational use.

#### Question 3)

What does the procurement process look like? How long does it take?

#### Answer

PSNI have utilised the PSN Communications Framework Lot 6 for Mobile services, generally this can take 3-6 months for all internal procurement procedures to be implemented.

#### Question 4)

What is most important when deciding which network to use?

#### Answer

All the above factors mentioned at point 1 are equally important.

**Question 5)** What do your employees find most useful about their current work phones and tablets?

**Answer**

Mobile phones issued to staff and officers by the PSNI are not to be of benefit to the individual, these are provided to enable the users to carry out their role / duties more effectively. To enable greater communication and to be accessible both to staff and to the wider public.

**Question 6)**

If you could what would change about the current network provider?

**Answer**

That they would have a local support arrangement, that they would be better at invoicing and that costs would be reduced.

**Question 7)**

Who is your current network provider? How long is the contract?

**Answer**

The current Network provider is Vodafone, the duration is for 2 Years until Feb 2016.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [foi@psni.pnn.police.uk](mailto:foi@psni.pnn.police.uk).

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psnipolice.uk](http://www.psnipolice.uk)

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.