



FREEDOM OF INFORMATION REQUEST



Request Number: F-2015-01355

Keyword: Organisational Information/Governance

Subject: Fixed Telecom and Internet Services

Request and Answer:

Question 1

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

Contract 1 - Current Fixed Line (Voice Circuits) Provider- Supplier's name, if there is not information available please can you provide further insight into why?

Answer

BT, Vodafone and O2 (Telefonica)

Question 2

Fixed Line- Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers.

Answer

PSNI utilise National OGC / CCS Frameworks. The current arrangement is an OGC Framework Netstream. This is due to expire on 31st October 2015.

Question 3

Fixed Line- Contract Duration- the number of years the contract is for each supplier.

Answer

PSNI utilise National OGC / CCS Frameworks. The current arrangement is an OGC Framework Netstream. This is due to expire on 31st October 2015.

Question 4

Type of Lines- Please can you split the type of lines per each supplier? PSN, Analogue, SIP.

Answer

TDM Lines – Analogue lines and Digital Lines are all used.

Question 5

Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines.

Answer

Records are not held on the individual number of lines – The vast majority of lines are provided by BT with Vodafone and O2 similar in small numbers.

Question 6

Contract 2 - Minutes/Landline Provider- Supplier's name (Fixed Voice not Mobiles) if there is not information available please can you provide further insight into why?

Answer

The Landlines (Calls) are provided by all three, BT, Vodafone and O2. Again the majority of outbound calls (Egress) are via BT with Vodafone and O2 smaller in use.

Question 7

Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

Answer

PSNI utilise National OGC / CCS FRAMEWORKS. The current arrangement is an OGC Framework Netstream. This is due to expire on 31st October 2015.

Question 8

Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.

Answer

In the past 12months PSNI has spent an estimated £400,000 on calls. This includes calls into the Police which we pay an element of (101 and 999 ingress connections). This figure relates to all calls by all employees on site, staff and officers a total currently of approximately 12,000 this gives an average of £33.33 per person / per year. This average does include the 101 and 999 elements.

Question 9

Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

Answer

The current arrangement has been in place since 2010 and is due to expire in 31st October 2015.

Question 10

Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Answer

Extensions with the PSNI PABX total approximately 14,000 this includes extensions in canteens, lifts, fuel pump, BEMS and fax machines.

Question 11

Contract 3 - Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

Answer

BT, Vodafone & O2 (Telefonica).

Question 12

Fixed Broadband Renewal Date- please provide day, month and year (month and year is also

acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers.

Answer

PSNI utilise National OGC / CCS Frameworks. The current arrangement is an OGC Framework Netstream. This is due to expire on 31st October 2015.

Question 13

Fixed Broadband Annual Average Spend- Annual average spend. An estimate or average is acceptable.

Answer

Annual spend is approximately £118,000 this is across 220 ADSL lines and three major Building installations of Wi-Fi (BT Open zone) – this amounts to an average of £9.80 per staff member per year (12,000 employees).

Question 14

VOIP/PBX Installation Date of the organisation's primary telephone system: please provide day, month and year (month and year is also acceptable).

Answer

PSNI have a province wide TDM PABX system which was installed around 1985. In addition a small trial of a standalone (not integrated with the data network) VoIP is in place serving approximately 80 staff. This was installed in 2012 and is on a time and materials support.

Question15

Contract 4 - WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

Answer

Main WAN provider is BT (IP Connect UK MPLS).

Question 16

WAN Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers.

Answer

Contract Renewal Date 1st Feb 2016 however there are two additional 12mth periods which are permissible taking up to a potential 2nd Feb 2018.

Question 17

Contract Description: Please can you provide me with a brief description of the contract.

Answer

Contract is to provide MPLS services to all PSNI approved sites.

Question 18

Number of sites: Please state the number of sites the WAN covers. Approximate will do.

Answer

The initial number of sites was 115 however a reduction in the PSNI estate over time has reduced the current number of MPLS connected sites to approx 85.

Question 19

WAN Annual Average Spend- Annual average spend. An estimate or average is acceptable.

Answer

The WAN (MPLS costs) is approx. £1.98M.

Question 20

Internal Contact: please can you send me there full contact details including contact number and email and job title.

Answer

Mr David Best
Director of Finance and Support Services
Email: zFSSSecretariat@psni.pnn.police.uk
Telephone: 028 90 700 228

Question 21

Important - If there is more than one supplier for some of the types of contracts information please can you split each of the contracts for each supplier that provide that service/support. For example Fixed Lines BT, Virgin Media Business.

Example – Supplier, Renewal Date, Contract Duration, Number of Lines, VMB, 01/06/2013,1,100, BT, 01/09/2013, 3, 600.

Answer

PSNI do not hold records of the number of lines. PSNI hold billing records of the lines. The suppliers used are detailed in the response.

Question 22

If there is more than one contract please can you send me the main contracts?

Answer

As stated in my response PSNI use CCS Frameworks, these are not contracts.

Question 23

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract.

It would also be for me to if there are any other service support areas that are included within these contracts. Managed Service Contract:

Number of Extensions
Type of Lines
Number of Lines
Minutes Landline Monthly Average Spend
Fixed Broadband Average Annual Spend
WAN Average Annual Spend

Answer

Number of Extensions – approximately 16,000
Type of Lines – Phone Lines (Digital and analogue)
Number of Lines – Lines are not via the PSNI Managed Service Contract
Minutes Landline Monthly Average Spend – No landline calls chargeable via the Managed Service
Fixed Broadband Average Annual Spend – Broadband not supplied via the Managed Service
WAN Average Annual Spend – WAN (MPLS) average spend - £2M

Question 24

Internal Contact: please can you send me there full contact details including contact number and email and job title.

Answer

Mr Ian Ratcliffe
T/Head of Information and Communications Services
Direct Line: 028 90922495
E-mail: HeadOfICS@psni.pnn.police.uk

Question 25

If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information.

Answer

Please see response to Question 21.

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.

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.

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.psni.police.uk

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