



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2016-00238

**Keyword:** Organisational Information/Governance

**Subject:** Telecommunications Services Contract

### Request and Answer:

#### Question 1

I would like to request the following information in relation to your telecommunications services. The current incumbent supplier for your telecommunications services including: business calls and lines, mobiles, internet and maintenance.

#### Answer

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act I can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

The current incumbent suppliers for the services listed are;

- Unify / Siemens (Internal PBX lines / PBX calls)
- BT (calls and lines),
- Vodafone (mobiles),
- Vodafone (corporate internet) and,
- BT (standalone internet)

#### Question 2

Type of phone system and equipment you have installed i.e. Avaya, Siemens, Nortel or Cisco?

#### Answer

The type of telephony systems and equipment installed are from 'Siemens' with one small 'CISCO' call manager.

#### Question 3

The contract term/duration.

#### Answer

At the time this FOI request was received, the telephony services (PBX) contract was a 7 year contract which ended on the 31<sup>st</sup> January 2016 to be replaced with the 'Network NI' contract, which is not due to expire until November 2017. Mobile systems are on a 24 month term contract from 1<sup>st</sup> January 2016 to 31<sup>st</sup> December 2017.

#### **Question 4**

When the contract is due for renewal.

#### **Answer**

The telephony contract ended on the 31<sup>st</sup> January 2016 with a replacement arranged until November 2017. Mobile services contract is due to expire on the 31<sup>st</sup> December 2017 and the Internet contract will expire on the 31<sup>st</sup> March 2016.

#### **Question 5**

Could you confirm your tender process i.e. PQQ and Tender or RFQ / Quick Quote and also where the invitation to bid will be published i.e. BIP Tracker, Crown Commercial Services?

#### **Answer**

At the time this FOI request was received a managed service for Telephony Services was in operation (until 31<sup>st</sup> January 2016). The pan-government department 'Network NI' contract is then to be used for the majority of Telephony services. Mobiles services are via Crown Commercial Services (CCS) RM1045 Lot 6 and Internet Services / Calls are via CCS RM1045 Lot 1, 3 and 4.

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.psni.police.uk](http://www.psni.police.uk)

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