



FREEDOM OF INFORMATION REQUEST



Request Number: F-2018-01391

Keyword: Organisational Information/Governance

Subject: Telephone Maintenance Contract

Request and 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 and the decision has been taken to disclose the following.

Request 1

The information that I require relates to a specific telephone maintenance contract. The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract.

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

Contract Type: Maintenance, Managed, Shared (If so please state orgs)

Answer

Managed Service Contract – This contract includes Maintenance of hardware, Software including licences and delivery of Telephony as a Service.

Request 2

Existing Supplier: If there is more than one supplier please split each contract up individually.

Answer

EIR Business is the supplier.

Request 3

Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider.

Answer

Total spend to date on this contract to date is £13,678,500 (February 2016 to August 2018).

Contextualisation - PSNI has undergone a huge technology change in relation to Telephony over the past three years. Over this period a new Unified Communication (UC) system has been installed and

supported to replace the legacy stand-alone system. The new UC environment provides the PSNI with a highly available and resilient modern Telephony system.

Request 4

Number of telephone Users.

Answer

Currently 8,383 as at August 2018.

Request 5

Hardware Brand: The primary hardware brand of the organisation's telephone system.

Answer

CISCO.

Request 6

Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

Answer

Contact Centre (Finesse), CUCM (CISCO Unified Call Manager), CISCO Voice Portal (CVP), Cisco Unified Intelligence Centre (CUIC), NICE Inform.

Request 7

Telephone System Type: PBX, VOIP, Lync etc

Answer

Unified Communication environment.

Request 8

Contract Duration: please include any extension periods.

Answer

PSNI use a central NI Government Contract ran by the Dept of Finance (DoF), this is known as "Network NI" – PSNI joined this arrangement on 1st March 2016 this is due to end on 30th Sept 2019.

Request 9

Contract Expiry Date: Please provide me with the day/month/year.

Answer

30th September 2019.

Request 10

Contract Review Date: Please provide me with the day/month/year.

Answer

This contract is not owned by PSNI, however we are aware that it is due to end 30th Sept 2019 and that a governance arrangement is in place by DoF to review this with CPD (Central Procurement Directorate) frequently.

Request 11

Contract Description: Please provide me with a brief description of the overall service provided under this contract.

Answer

Network NI is a central shared services contract to provide Telephony and WAN services to the NI Public Sector bodies which are on-boarded. This includes constituent elements such as hardware, licences and Managed services.

Request 12

Go to Market: How were these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

Answer

PSNI were on boarded to an existing contractual arrangement known as Network NI. The underpinning contract was procured via CPD by the Dept of Finance.

Request 13

Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Answer

Director of Finance & Support – Mr Mark McNaughten
Telephone number - 028 90 700952
Email address - FSSSecretariat@psni.pnn.police.uk

Request 14

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider.

Answer

Not applicable - Only one Supplier (EIR Business).

Request 15

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible for that particular contract.

Answer

Network NI is a central shared services managed service contract to provide Telephony and WAN services to the NI Public Sector bodies which are on-boarded. This includes constituent elements such as hardware, licences and day to day Managed services.

Request 16

If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. Number of telephone Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.

Also, if the contract is due to expire please provide me with the likely outcome of the expiring contract. If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

Answer

Not applicable, PSNI use a Managed Service as detailed above.

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.psnipolice.uk

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