



Freedom of Information Request FOI 23 16

Telecom - Networks

Query and response:

See my request below:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

DAISY Communications

2. Telephony/Voice Services - Contract Renewal Date- please provide day, month and year (month and year are 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

PSTN Daisy Communications – contract renewal date is December 2025

ISDN Daisy Communications – contract renewal date is December 2025

SIP Daisy Communications – rolling monthly contract, currently in procurement.

3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

PSTN – procured in November 2022 – contract duration is three years and one month.

ISDN – procured in November 2022 – contract duration is three years and one month.

SIP – currently in procurement.

4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP

Internet, PSTN, ISDN and SIP are all through DAISY Communications.

5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

ISDN 1000 DDI SIP range, 150 PSTN lines, 10 ISTN lines, plus Internet lines.



Contract 2 - Incoming and Outgoing of call services.

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?

DAISY Communications

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.

Currently rolling monthly contract until procurement is completed.

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

DAISY Communications – £75 per month

9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

Procurement of standard telephony PSTN was completed in November 2022, running until December 2025.

SIP Contract is currently rolling monthly.

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

600

Contract 3 - The organisation's broadband provider.

11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

BT

12. 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

Contract duration was 24 months from December 2020 and is now rolling 12 monthly.

13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.



Approximately £2,000 per annum

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

BT

15. WAN Contract Renewal Date- please provide day, month, and year (month and year are 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

Five year contract in total – renewal date is September 2023 with an option to extend for another two years.

16. Contract Description: Please can you provide me with a brief description for each contract

Crown Commercial services framework – RM1045

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

56

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

£100,000 per annum

19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.

Crown Commercial services framework – RM1045

20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

Fiona Kiernan-Tatem, Head of ICT, fiona.kiernan-tatem@dwfire.org.uk, 01722 691000. These contact details are not to be used for the purposes of direct marketing, as per the UK GDPR Article 21, which affords individuals the right to object to such marketing.

Information/Detail accurate on the date provided: 15, February 2023