



FREEDOM OF INFORMATION REQUEST

FOI Reference number: 34/2013

Date: 22 July 2013

Request: I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

1. **Current Fixed Line (Voice Circuits) Provider-** Supplier's name

Answer - IT ASSIST (Part of the NI Civil Service)

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 – We do not hold this information. IT ASSIST hold the details. IT Assist is part of the Enterprise Shared Services Directorate within the Department of Finance & Personnel. Please see the following website address for further details:

<http://www.dfpni.gov.uk/index/about-dfp/enterprise-shared-services.htm>

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

Answer - We do not hold this information. IT ASSIST hold the details.

4. **Number of Lines-** Please can you split the number of lines per each supplier?

Answer – 8 Lines

5. **Minutes/Landline Provider-** Supplier's name (Fixed Voice not Mobiles)

Answer - BT

6. **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 - We do not hold this information. IT ASSIST hold the details.

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

Answer - £525 month

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

Answer - We do not hold this information. IT ASSIST hold the details.

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

Answer - 75

10. **Fixed Broadband Provider-** Supplier's name

Answer - IT ASSIST provide the main fixed broadband but we also have a BT Infinity line provided for Board Members of NIPB.

11. **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 - We do not hold this information for the main broadband service. IT ASSIST hold the details. Re BT Infinity, the contract runs to March 2014.

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

Answer - IT Assist - £13,600.

- BT Infinity - £360

13. VOIP/PBX Installation Date: - please provide day, month and year (month and year is also acceptable). If various date please state date for the main telephone system.

Answer – Go live was 25th April 2013 but system was installed incrementally from June 12 and previous system was still live until April 2013.

14. Renewal Date on any leased Telephony systems - 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 – We do not hold this information. IT Assist would hold it.

15. Lease Provider- Supplier's name.

Answer - We do not hold this information. IT Assist would hold it.

16. WAN Provider- please provide me with the main supplier(s)

Answer – NIPB does not operate a WAN.

17. 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 – N/A

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

Answer –N/A

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

Answer - Neil Lavery, Head of HR&IT, NIPB, 028 90 40 86 30,
neil.lavery@nipolicingboard.org.uk

IMPORTANT

If there is more than one supplier for some of the contract 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

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

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

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

- Contract Title: **Provision of IPT and Legacy Services**
- Supplier's Name: **IT Assist**
- Services Included: **IP Telephony, Internet Access, Secure network
Communications within NICS**
- Total Contract Value: **We do not hold that information**
- Duration: **We do not hold that information.**
- Expiry Date- please provide day, month and year (month and year is also acceptable) **We do not hold that information.**
- Review Date- please provide day, month and year (month and year is also acceptable) **We do not hold that information.**
- Internal Contact: please can you send me there full contact details including contact number and email and job title. **We do not hold internal contact information. We contact IT Assist via a central email- itassist@nigov.net and an internal telephone number extension which only works from within the NICS.**

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should write to the Board's Chief Executive at the following address:

Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast BT1 3BG

Email: foi@nipolicingboard.org.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at:-

The Information Commissioner's Office – Northern Ireland
3rd Floor
12 Cromac Place
Gasworks
Ormeau Road
Belfast
BT7 2JB.

Telephone: - 02890 269 380
Email: - ni@ico.org.uk

Please be advised that all Policing Board replies under Freedom of Information will be released into the public domain via our website @ www.nipolicingboard.org.uk.

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