

Response to Request for Information

Reference FOI 002865
Date 15 October 2018

Telephony and Network Services

Request:

I want to submit a freedom of information request for the following information relating to telephony and networks services:

If there is more than one supplier for each of the contracts below, please can you provide me with the contract data for each of the supplier including, spend, contract dates, type of lines and number of sites.

Contract 1

1. Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract?
6000 – VOIP (council owns the lines)
3000 – Virgin Media Centrex
The above number is changing daily so is only correct as of the 28th of October 2018 we are in the process of rationalising numbers.
2. Fixed Line- 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?
Virgin Media – contract ends February 2020
3. Fixed Line- Contract Duration- the number of years the contract is for each provider?
3 years contract
4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP?
Virgin Media
3000 – PSTN (analogue)
400 - SIP channels
The above number is changing on a weekly basis as we are migrating more numbers over to SIP in order to save money and meet savings targets.
5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines?
See above

Contract 2

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?
[Virgin Media](#)
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?
[February 2020](#)
8. Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable?
[Virgin Media - £35,000 \(average cost per annum, includes all telephony\)](#)
9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier?
[3 years](#)
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable?
[9000 extensions](#)

Contract 3

11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract?
[JISC and Daisy Communications Ltd](#)
12. Fixed Broadband 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?
[Procurement process completed, successful bidder not yet announced.](#)
13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable?
[£40,000 approximately](#)

Contract 4

14. WAN Provider- please provide me with the supplier for each contract if there is no information available please can you provide further insight into why?
[Virgin Media, Kenton, Staffordshire County Council](#)
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 provide me with the renewal date for each supplier?
[Virgin Media – November 2020](#)

[NOT PROTECTIVELY MARKED]

Kenton & Staffordshire County Council - Currently in procurement process.

16. Contract Description: Please can you provide me with a brief description of each contract?
Provides point-to-point unmanaged connections between council offices, schools, libraries and adult education services.
17. The number of sites: Please state the number of sites the WAN covers for each contract. Approx. will do?
185 sites
18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable?
£475,000 (this includes services provided to Schools, Academies)
19. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above?
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