



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

Information Compliance Team
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Sent by email to:

[REDACTED]

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Date: 21 February 2023

Our Reference: FOI 125 22-23

Enquiries to: Information Compliance Officer

Freedom of Information Act 2000

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 30 January 2023. We can confirm that we have now completed our search for the information requested.

We can confirm we hold the information requested.

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
Openreach
Telent

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

Daisy - 30/06/2027
Openreach – 32 month rolling contract which renews on 30/04/2025
Telent - 30/01/2026 with an optional 2 x 1 year extension.

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

Daisy - 3 years with 2 x 1 year extension.
Openreach - ongoing
Telent - 3 years with an optional 2 x 1 year extension.

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

Daisy – ISDN30, SIP, PSTN
Openreach – ISDN30, PSTN, ISDN2
Telent - VOIP

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

SIP Daisy – 70 channels
ISDN30 Daisy – 60 channels
ISDN30 Openreach – 90 channels
ISDN2 Openreach - 1
PSTN Daisy – 120
PSTN Openreach - 10

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

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.

Daisy start 01/07/2022 to 30/06/2027

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.

Voice call average/month £300

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

Daisy - 3 year contract with an optional 2 x 1 year extension.

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

700

Contract 3 - The organisation's broadband provider.

N/A – HIWFRS utilise fibre links in its corporate WAN, no broadband.

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

N/A

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

N/A

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

N/A

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

Corporate network, software defined wide area network (SD-WAN), just signed with Virgin Media for 5 years with 3 x 1 year extension. Options starting from 23/05/2023.

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?

Virgin Media.

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

23/05/2028.

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

SD-WAN topology. Fully managed, up to the router at each site.

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

61 sites, 2 data centres – Main and DR

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

Annual spend is £262K, All Links, LAN devices, two DIAs plus Managed Firewalls

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.

Hampshire County Council Procurement services was used to purchase the SD-WAN contract. The RM3808 Lot1 framework was used to purchase the contract.

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.

All these contracts are dealt with by our ICT department which can be contacted at firehelp@hantsfire.gov.uk. We are refusing to provide the name and other contact details of individuals as it would be unfair to do, within the meaning of the UK GDPR. As such we are refusing to provide this information as per section 40 of the Freedom of Information Act 2000.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Information Compliance Team at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer

Hampshire and Isle of Wight Fire and Rescue Service