

29 February 2024

Our Ref: FOI 291

Request

We received your request on 05 February 2024 and this has been handled under the Freedom of Information Act 2000 (FOIA).

Our response

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

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

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend- **Circa £400k**

3. 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. **30/09/2025**

4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions. **10 Years**

5. Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud- **All usage is through one main contract with above supplier. Services are a combination of SIP and Cloud Voice products.**

6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN- **2 SIP Trunks, no remaining traditional services in use**

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? **British Telecom**

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. **30/09/2025**

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. – **All included in above spend figure**

9.Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions. **10 years**

10.Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable. **A further 3 Years beyond contract review above.**

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? **British Telecom**

12.Broadband expiry I 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 expiry dates up into however many suppliers. **12/01/2027**

13.Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable. **circa £28k**

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?

NIHE WAN is a section of a wider government WAN connection of all NI government sites. This is the responsibility of IT Assist

15.WAN Contract expiry 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 expiry dates up into however many suppliers.

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

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

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

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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.

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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.

For the internal Contracts provided and managed by NIHE there is a central management team: it.contractmanagement@nihe.gov.uk

In respect of the WAN This is the responsibility of IT Assist

This concludes our response.