



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader

Tel:

Our ref:

Your ref: N/A

Date: 13 June 2019

If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2019-16-16)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 24 May 2019. Our response is provided below:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support:

Q1 What is the contract type: maintenance, managed, shared (if so please state orgs)?

Northamptonshire Fire and Rescue Service does not have a maintenance contract for our telephone system as this is carried out in house.

Q2 Who is the existing supplier? If there is more than one supplier please split each contract up individually.

N/A

Q3 What is the annual average spend? The annual average spend for this contract and please provide the average spend over the past 3 years for each provider.

N/A

Q4 What is the hardware brand? The primary hardware brand of the organisation's telephone system.

Cisco

Q5 What is the number of telephone users?

150

Q6 What is the contract duration? Please include any extension periods.

N/A

Continued/...2

Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton, NN3 6XJ
w. www.northantsfire.gov.uk
t. 01604 797000
f. 01604 797070



Q7 *What is the contract expiry date? Please provide me with the day/month/year.*

N/A

Q8 *What is the contract review date? Please provide me with the day/month/year.*

It is our intention to review our telephony infrastructure in Q3 of 2020 initiated as part of server licensing review.

Q9 *What are the application(s) running on PBX/VOIP systems? Applications that run on the actual PBX or VOIP system; e.g. contact centre, communication manager.*

CUCM

Q10 *What is the telephone system type? PBX, VOIP, Lync etc*

The Cisco CUCM provide Voice over IP

Q11 *What is the contract description? Please provide me with a brief description of the overall service provided under this contract.*

N/A

Q12 *With regards to going to market; how were these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.*

Going forward any future procurement will be managed by our procurement partner EMSCU, (who are contracted by the Northamptonshire Police, Fire and Crime Commissioner). That process will include examination of appropriate framework agreement and is likely to initiate a tendering process. As previously stated this is estimated to be a 2020 Q3 activity.

Q13 *Please provide the full contact details of the person from with the organisation responsible for each contract including full name, job title, direct contact number and direct email address.*

The responsible person for the type of contract requested is our Information and Communication Systems Manager (currently Simon Iddon). Their contact telephone number is 01604 797044 and email address: siddon@northantsfire.gov.uk

If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2019-24-24.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF