



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our ref:
Your ref: N/A
Date: 12 February 2021
If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2021-08-09)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 15 January 2021. Our response is provided below:

Q1 Current lines/Voice services (Analogue, ISDN VOIP, SIP etc) provider - please can you provide me with the name of the supplier for the contract?

For Northamptonshire Fire and Rescue Service (NFRS), the contract supplier names are BT, Spitfire and Vodafone.

Q2 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

Our BT contract is monthly rolling, Spitfire renewal date is September 2023 and Vodafone renewal date is August 2022.

Q3 Fixed line - contract duration – what is the number of years the contract is for each provider?

The contract for each provider is 3 years.

Q4 Type of lines - please can you split the type of lines per each supplier? PSTN, Analogue, SIP

PSTN/ISDN – BT
PSTN – Spitfire
APN – Vodafone

Q5 Number of lines - please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

BT - ISDN30 x 2, ISN2 x 2, PSTN x 16. Spitfire

Continued/...2

Q6 *Minutes/landline provider - supplier's name (not mobiles) if there is no information available please can you provide further insight into why?*

Our supplier is BT.

Q7 *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.*

This is a monthly rolling contract.

Q8 *Minutes landline monthly spend - monthly average spend on calls for each provider. An estimate or average is acceptable.*

The monthly average spend is £3,000.

Q9 *Minutes landlines contract duration: the number of years the contract is with the supplier.*

The contract duration is 20+ years.

Q10 *Number of extensions - please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.*

There are 300 telephone extensions within NFRS.

Q11 *Fixed Broadband provider - supplier's name if there is not information available please can you provide further insight into why?*

Our suppliers are TalkTalk and BT.

Q12 *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*

The TalkTalk contract renewal is July 2022 and BT contract renewal is January 2024.

Q13 *Fixed Broadband annual average spend - annual average spend for each broadband provider. An estimate or average is acceptable.*

Our annual average spend for each provider is £4,000.

Q14 *WAN provider - please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?*

Our main supplier is Spitfire.

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3/...Cont.

Q15 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

The contract renewal date is September 2023.

Q16 Contract description: please can you provide me with a brief description of the contract?

Supply of MLPSD + P2P lines.

Q17 The number of sites: please state the number of sites the WAN covers. Approximately will do.

There are 34 sites within NFRS.

Q18 WAN annual average spend - annual average spend for each WAN provider. An estimate or average is acceptable.

The average annual spend is £70,000.

Q19 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.

This was procured by direct award.

Q20 Internal contact: please can you send me there full contact details including contact number and email and job title for all the contracts above.

Simon Iddon, Information and Communications Systems Manager – 01604 797044, siddon@northantsfire.gov.uk.

If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2021-08-09.

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