

FOI DOF/2024-0063

Request

I would like to submit a new FOI request.

All or some of the information provided previously has expired, I require an update on the questions below.

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.
2. Telephony/Voice Services Spend – Please can you provide me with the annual spend
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
4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
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
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

Contract 2 - Incoming and Outgoing of call services.

7. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?
8. 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.
9. 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.

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

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

Contract 3 - The organisation's broadband provider.

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

13. Broadband expiry | 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

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

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

15. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

16. 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

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

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

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

20. 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.

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

Response

I can confirm that IT Assist in the Department of Finance holds information relative to your request (see table below). IT Assist provides common IT systems and services to all Northern Ireland government departments, as well as a number of agencies and public bodies.

Acronyms -

SIP - Session Initiation Protocol

PSTN – Public Switched Telephone Network

ISDN – Integrated Service Digital Network

VOIP – Voice Over IP

Question	Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)	Response
1.	Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.	BT: Analogue, ISDN, VOIP and SIP. Cloud Service is not utilised.
2.	Telephony/Voice Services Spend – Please can you provide me with the annual spend.	£603,601
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.	BT: Analogue, ISDN, VOIP contract ends September 2028. BT SIP contract ends April 2028 5yr term.
4.	Telephony/Voice Services - Contract Duration - the number of years the contract is for each provider, please also include any contract extensions.	BT: 7 + 2 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.	BT: Analogue, ISDN, VOIP and SIP. IT Asist does not have any PSTN lines. Cloud Service is not utilised.

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.	390 SIP lines. 10 ISDN lines. Cloud Service is not utilised.
	Contract 2: Incoming and Outgoing of call services.	Response
7.	Minutes/Landline Provider-Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?	BT.
8.	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.	BT SIP contract ends April 2028 5yr term.
9.	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.	BT SIP - Approximate monthly spend for calls to include mobile is £750 mobile calls are included within the plan at no cost.
10.	Minute's Landlines Contract Duration - the number of years the contract is for each provider, please also include any contract extensions.	BT SIP contract ends April 2028 5yr term.
11.	Number of Extensions - Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.	28,500.
	Contract 3: The organisation's broadband provider.	Response
12.	Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?	Virgin Media.

13.	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.	3 + 1 +1 years Contract ends 04/05/2024. Optional years not taken.
14.	Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.	£180k contract value.
	Contract 4: Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.	Response
15.	WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?	BT.
16.	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.	Renewal date 24/10/2027.
17.	Contract Description: Please can you provide me with a brief description for each contract.	Public sector shared network services WAN.
18.	The number of sites: Please state the number of sites the WAN covers. Approx. will do.	There are 337 sites managed by DOFs shared service, IT Assist, on behalf of all its customers.
19.	WAN Annual Average Spend - Annual average spend for each WAN provider. An estimate or average is acceptable.	£750k annual average spend across all sites.
20.	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.	Procured using OJEU (Official Journal of the European Community) notice.

21.	Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.	Please note - IT Assist have various members of staff who deal with different aspects of contracts therefore we have provided the following corporate email address to which all contract queries can be issued. itassist@nigov.net .
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