

Tyne and Wear Fire and Rescue Service

Creating the Safest Community

www.twfire.gov.uk

Chief Fire Officer Tom Capeling



Freedom of Information Request Response Ref Number: KS/ 27 05 16 1
Date of Response: 7th June 2016

Request:

I am writing to you to request some information about your Telecoms and IT infrastructure. We would politely request information on your current provider for the following services, the contract end dates, and the approximate spend for each

Response:

Request	Response
1) Your calls and lines provider	<p>a. Airbus £10,824 per annum – ISDN Lines Contract end date : 31/12/2020 with option to extend 2 x 12 months</p> <p>b. BT £9, 788 per annum (approximately) Rolling contract</p>
2) Your audio / video conferencing provider, if any?	<p>Bytes £107,885.17 per annum – as part of Microsoft EA Agreement Contract end date : 31/07/2017</p>
3) Your telephony and communications provider (e.g. Avaya, Cisco, Mitel) and current maintainer?	<p>Airbus £100,046 per annum – as part of voice and data network managed service Contract end date : 31/12/2020 with option to extend 2 x 12 months</p> <p>Cisco No current contract – Cisco equipment purchased as and when required</p>

Service Headquarters Nissan Way Barmston Mere Sunderland SR5 3QY
 Telephone 0191 444 1500 Fax 0191 444 1512



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4) Your current Contact Centre and Inbound Calls provider?	<p>Tyne and Wear Fire and Rescue Authority do not have a contact centre contract.</p> <p><u>Inbound calls</u></p> <p>a. Airbus £10,824 per annum – ISDN Lines Contract end date: 31/12/2020 with option to extend 2 x 12 months</p> <p>b. BT £9,788 per annum approximately Rolling contract</p>
5) Your current WAN provider	<p>BT £122,186 per annum – Circuits Contract end date : 30/06/2020 with option to extend 2 x 12 months</p>
6) Your current LAN provider and maintainer	<p>Airbus £100,046 per annum – As part of voice and data network managed service Contract end date : 31/12/2020 with option to extend 2 x 12 months</p>
7) Your current internet provider?	<p>BT £18,319 per annum Contract end date : 30/12/2020 to extend 2 x 12 months</p>
8) Your current corporate networking provider (e.g. HP, Cisco)	<p>Cisco No current contract No contract value – Cisco equipment purchased as and when required</p>
9) Your current security provider (e.g. McAfee, Checkpoint, Juniper)?	<p>Phoenix Software McAfee Anti – Virus £9,065 per annum Contract end date : 30/01/2017</p> <p>Airbus Checkpoint £10,562.50 per annum Contract end date: 31/12/2017</p>
10) Your current data centre provider?	<p>In house provision with EMC Equipment European Electronique Warranty purchased with Storage Area Network (SAN)</p> <p>£3,540.40 per annum Warranty expiry date : 31/12/2020</p>

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Tyne and Wear Fire and Rescue Service
Service Headquarters
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Tyne and Wear
SR5 3QY

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