

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** FOI-17-1094 - WAN Contract  
**Date:** 23 August 2017 13:52:12  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)

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Dear [REDACTED],

Thank you for your information request of 31 July 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**I want to submit a Freedom of Information for the following information relating to Fixed Telecommunications and Internet Services.**

#### **Contract 1**

**1. Current Fixed Line (Voice Circuits) Provider – Supplier’s Name. If there is not information available please can you provide further insight into why?**

Main contract with Vodafone.

**2. Fixed Line – 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. If there is more than one supplier please split the renewal dates into however many suppliers.**

Vodafone:

2 year contract extended for a further year until 30/06/18 and then option to extend for another further year.

On-going annual renewals with Internet For Business (IFB) for individual lines starting at different dates.

**3. Fixed Line – Contract Duration – the number of years the contract is for each.**

Vodafone: 2 Year Contract that can be extended for a further 2 years.

IFB: 1 year rolling contract for individual lines

**4. Type of Lines – Please can you split the types of line per each supplier? PTSN, Analogue, SIP**

	Vodafone	IFB
Analogue lines	936	
ISDN2	77	
ISDN30	44	
PSTN	34	53
Payphone	12	
DASS	1	

**5. Number of Lines – Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines.**

Please see our response to Q4 above.

#### **Contract 2**

**1. Minutes/Landline Provider – Supplier’s Name (NOT mobiles). If there is not information available please can you provide further insight into why?**

Main contract with Vodafone.

**2. 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.**

Vodafone:

2 year contract extended for a further year until 30/06/18 and then option to extend for another further year.

On-going annual renewals with Internet For Business (IFB) for individual lines starting at different dates

**3. Minutes Landline Monthly Spend – Monthly average spend. An estimate or average is acceptable.**

Vodafone: monthly average – Rental £22,154 – Calls £3,408

IFB: monthly average = £600

**4. Minute’s Landlines Contract Duration: the number of years the contract is with the supplier.**

Vodafone: 2 Year Contract that can be extended for a further 2 years.

IFB: 1 year rolling contract for individual lines

**5. Number of Extensions – Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**

3500 extensions approximately

**Contract 3**

**1. Fixed Broadband Provider – Supplier’s name. If there is not information available please can you provider further insight into why?**

Vodafone, IFB, BT and O2

**2. 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.**

For IFB: on-going annual renewal of individual broadband

For BT and O2: on-going monthly charges.

Vodafone: on-going monthly charges

**3. Fixed Broadband Annual Average Spend – annual average spend for each broadband provider. An estimate or average is acceptable.**

IFB: approx. £30,500 between 01/07/16 and 30/06/2017 – annual average not meaningful as broadband are been transitioned to SWAN

O2 Broadband annual average spend: £2,000

BT Broadband annual average spend: £9,800

Vodafone Broadband annual average spend: £6,000

**4. VOIP/PBX Installation Date of the organisation's primary telephone system – please provide day, month and year (month and year is also acceptable).**

March 2011

**Contract 4**

**1. WAN Provider – please provide me with the main supplier(s). If there is not information available please can you provide further insight into why?**

Private Fibre, BT, Vodafone, IFB, Capita Business Services (SWAN), European Electronique

**2. WAN 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. If there is more than one supplier please split the renewal dates up into however many suppliers.**

Private Fibre: BT/Vodafone individual circuits which renew on various dates throughout the year.

IFB – Renewal Date 12/10/17

Capita – Signature Date 11/09/15 - 31/03/20

European Electronique – Contract Period: 26/10/15 – 25/10/16 now extended to 25/10/17. Can be extended until 25/10/18.

**3. Contract Description – Please can you provide me with a brief description of the contract.**

Private Fibre: BT/Vodafone Private Circuits.

IFB - 10Mbps Local Circuit - Annual Leased Line Rental.

Capita - SWAN Contract - Scottish Wide Area Network WAN.

European Electronique - Support and Maintenance for a Wireless Wide Area network.

**4. Number of sites: Please state the number of sites the WAN covers. Approx. will do.**

Approx. 200 sites.

**5. WAN Annual Average Spend – Annual average spend for each WAN provider. An estimate or average is acceptable.**

IFB – £4,775

Capita – Estimate of £408,000 (£34k x 12)

European Electronique- £60,000

**Internal Contact: please can you send me their full details including contact number, email and job title.**

Simon Haston – Head of IT & Transformation

Email - shaston@aberdeencity.gov.uk

Tel – 01224 523366

**If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be helpful for me to know if there are any other services support areas that are included within these contracts.**

**a) Managed Service Contract**

**1. Number of Extensions**

**2. Type of Lines**

**3. Number of Lines**

**4. Minutes Landline Monthly Average Spend**

**5. Fixed Broadband Average Annual Spend**

**6. WAN Average Annual Spend**

**7. Internal Contact: please can you send me the full contact details including contact number, email and job title.**

**If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is not information.**

No managed services contract.

We hope this helps with your request.

Yours sincerely,

Grant Webster  
Information Compliance Officer

**INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

Information Compliance Team  
Customer Service  
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Aberdeen City Council  
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Tel 03000 200 292

\*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.  
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)