

WILTSHIRE & SWINDON FIRE AUTHORITY

REPORT REFERENCE NO.	7 365i
MEETING	Urgency Committee
MEETING DATE	22 July 2014
SUBJECT OF REPORT	Extension of Existing Contracts – 365i Network Support
LEAD OFFICER	Lindsay Gowland, Clerk to the Authority
RECOMMENDATIONS	It is recommended that Members APPROVE an extension of the current 365i Primary Network Support contract by one year to 31 August 2015, and if the decision is taken to combine with Dorset FRS, to further extend the contract to 31 August 2016.
EXECUTIVE SUMMARY	This report provides the background to the requirement to extend the contract with 365i (Formerly 5i) who provide primary network support to WFRS.
APPENDICES	None

Background

- 1 The company 365i provide primary LAN (Local Area Network), WAN (Wide Area Network), WLAN (Wireless LAN) and telephony support to WFRS. This contract has been in place for 6 years, after being extended last year due to the Security Information Interchange (SII) and the relocation of Control to HQ projects, taking into account the risk of changing a supplier part through significant project undertakings.
- 2 365i have significant local knowledge and experience of our systems and have been providing network support to WFRS. Their specialist engineers know our network extremely well, as they implemented most of our services such as the wireless system and telephony. Previous to the current contract, 5i provided some support as a 3rd party to the previous supplier ADP.
- 3 In addition, 365i assist with some of the more complicated changes to the network, as they are our main network support contractor. WFRS has been making a large number of changes to its infrastructure, primarily to:-
 - achieve Public Service Network(PSN) level security;
 - to provide new services such as guest wireless to support more mobile devices, when moving Control; and
 - to integrate the Networked Fire Control Services Partnership systems.

- 4 The current contract is due to expire 31/08/14 and current quotes to provide primary network support are for [WAN/LAN/WLAN/Telephony & Unified Communications](#) are £0.039m per annum.

Current Situation

- 5 Under Financial Regulations, the current contract which has already been extended last year for a further year, requires prior approval of the Authority for any further extension.
- 6 Failure to extend the contract, would mean we would have an unsupported network system. In practice however, by default, the supplier would continue to invoice, and continue to provide support. As no formal contract would exist, the risks and liabilities would remain with the Service i.e. contractual terms and conditions may not be fulfilled. This is an unacceptable risk.
- 7 The Service would need to complete a full procurement process. At this current time, with an option for a potential merger with Dorset FRS, as no decision has yet been made on the potential merger, it would be prudent to extend the contract for one year to allow further work to be undertaken on a joint basis with Dorset FRS, if the combination is approved.
- 8 The current workload for the infrastructure has not slowed down. Two separate SII programs have been completed in 2012, and 2013. The Control room move has also been completed; however, the NFCSP programme of works is progressing. There would also be a large requirement at the network infrastructure level if any combination work was to proceed.
- 9 The ICT department itself has gone through major change during this time with the head of ICT taking voluntary redundancy, and one other senior manager taking maternity until 2015. This has coincided with projects spanning September 2013 to January 2014, which meant that there were insufficient resources to start the procurement process.
- 10 The network support contract is a complex procurement, and WFRS will need to seek the support of an ICT procurement specialist to assist. WFRS intend to complete a full procurement on the network contract, however, due to the complexity and time required, the current contract would have expired before a new supplier contract could be arranged.
- 11 With a change of network supplier, there will be a lengthy training period for the new supplier. The new supplier will need to spend time, primarily with the Network Manager to assist with guidance of how the network is setup and configured. This means, new and existing tasks, will both take longer, and have a greater impact on ICT resource during the training phase. This would create risks to the ability of the department to deliver a satisfactory service, in particular critical parts of the NFCSP project.
- 12 The primary risks are:
 - effects to projects forming NFCSP programme of works e.g. SIP integration between WFRS and Capita phone systems, connection of stations to new Capita network etc.
 - support of network, i.e. issues will initially take longer to resolve with a new supplier due to re-training period.
 - support of complex networks (365i engineers support primary network sections)

- that allow the Control to function at HQ, the walled garden PSN network, etc).
- resourcing the change (a new supplier can be brought in, but would require a re-training period, from the Network Manager who is already on stretched to capacity).
- affects on all infrastructure programs planned and current, such as the need to convert WFRS HQ to SIP for primary telephony due to changes to circuits, and some aging technology requiring replacement (higher than usual due to increased demand as the service is evolving faster and has coincided with natural end of support dates to existing systems).

Policy Implications

13 None.

HR, Equality and Diversity Implications

14 None

Environmental Implications

15 None

Financial and Legal Implications

16 The current contract annual value for providing primary network support for [WAN/LAN/WLAN/Telephony & Unified Communications](#) is approximately £39,000.

Combination Implications

17 The network will need to be looked at from the ground up with any combination, with new agreed structures, what is supported internally and what is contracted, also taking into account how much downtime is acceptable to the service etc. This would highly likely be part of any starting point for combination as the network is critical to bringing any two services together.

Conclusion

18 The contract for the provision of primary network support needs extending, to allow time for a full procurement process to be completed, pending the decision on combination.

Recommendations

- 19 It is proposed that the service extend the contract by 1 year initially pending the decision on combination, with the possibility of extending a further year, if combination is approved, to allow sufficient time for a procurement to take place. This will also take the contract past some key dates, which are the NFCSP project closure and will see infrastructure project loads return to normal. It is also likely that there will be more time to assist a supplier to take over network support.
- 20 It is therefore recommended that Members APPROVE an extension of the current 365i Primary Network Support contract by one year to 31 August 2015, and if the decision is taken to combine with Dorset FRS, to further extend the contract to 31

August 2016.

LINDSAY GOWLAND

Clerk to the Authority

Unpublished documents used in the preparation of this report:

None.

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