



To: Fred Isaacs

7th October 2022

Freedom of Information
Northern House
9 Rougier Street
York
YO1 6HZ
FOI@northernrailway.co.uk

Dear Fred

Freedom of Information Request ref FOI298

We write in connection with your request for information which was received on 13/09/22. Under section 1 of the FOI Act we can confirm that we hold this information and have included our responses in red below.

Telephony and UC/Collaboration

1. When is your contract renewal date? – **March 2024**
2. Please confirm the incumbent supplier(s) names – **8x8 through softcat**

Contact Centre

1. When is your contract renewal date? – **March 2024**
2. Please confirm the incumbent supplier(s) names – **8x8 through softcat**

Connectivity and Network Services

1. When is your contract renewal date? – **Nasstar 01/01/24 and Zen Internet 01/01/24**
2. Please confirm the incumbent supplier(s) name – **Nasstar and Zen Internet**

Infrastructure

1. Who is your infrastructure (structured cabling, electrical services) provider? – **Assembler DCI for the majority of data cabling, various ad-hoc for electrical**
2. When is your contract renewal date? - **N/A. POs raised as required for individual installs. No support contract and supported by internal network engineers. For any cabling that cannot be fixed/repaired by internal staff PO raised with Assembler to fix/replace**

IT Consumables

1. Who provides your hardware, laptops, notebooks, desktops, servers, non-managed equipment, licences, IT consumables?
2. When is your contract renewal date?

Our Network and Telephony (VoIP phones) Hardware are provided by Hosted IT, Fortem, on an ad-hoc basis. Our laptops, notebooks, desktops, IT consumables are currently purchased ad-hoc via Softcat and Phoenix. Our Servers are usually purchased as CAPEX so no contract, we purchase these utilizing a RFQ processes of preferred suppliers Phoenix, Cways, Softcat, SCC, or via a tender process. MS licensing is currently contracted

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with Software One until October 2024. Northern will be going to market via the tender process in the next three months, for a contract on the Laptops, Desktops, IT Consumables etc.

Mobiles

1. When is your contract renewal date?
2. Please confirm the incumbent supplier(s) names.

Our Mobile hardware is currently under a master services contract with Softcat, which is non-committal until October 2024. Our Data and Voice Calls are under contract with EE until March 2025, we also have a rolling contract with Vodafone and a small number of rolling sims with 02.

Yours faithfully

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Appeal Rights

If you wish to request a review of our decision, please contact FOI@northernrailway.co.uk

You should specify why you do not agree with our response and what factors you would like to be considered as part of the review. This should include any public interest arguments for disclosure. Your request must be submitted within 20 working days of receipt of this letter.

Northern reserves the right in certain circumstances to refuse a review request; for example, if the reasons given for the review are considered to be vexatious or lack any serious purpose, or if there has been insufficient justification for requesting a review. Northern may also refuse a review request if the information requested is not held, is out of scope of the FOI act or if there is no reasonable prospect of a change to the original decision.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at www.ico.org.uk

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