Freedom of Information Request

8th August 2024

Question

Please may you provide some information on the following areas:
Networks
1. What network vendor(s) / service provider does your emergency service currently use for their LAN, WAN,, wireless and core network (e.g., BT, Virgin, Cisco)?
2. Is the network managed / run internally, or is the network managed and/or supplied by a third party? Please specify which elements of the network are outsourced and to which companies.
3. Please may you provide an indication of the size of the network (e.g., number of switches, routers, access points etc.)?
4. How much money was spent on the last major network refresh (referring to replacement of the LAN / WAN / core network)?
5. When was the last major network refresh (month & year)?
6. When is the next major network refresh likely to take place (month & year)?
7. What frameworks are likely to be used when releasing a tender for a network refresh?

Cyber Security
1. Which cyber security providers / vendors are used, and for what technologies (e.g., firewalls, SOC etc.)?
2. When is your service due for a renewal of these technologies (month & year)?
3. Is all cyber security managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies.

Command and Control
1. Which technology suppliers / vendors are used in your command and control rooms?
2. Is your command and control room managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies.
3. How much was spent on the last major command and control technology refresh (referring to the replacement of the CAD / ICCS)?
4. When was the last command and control technology refresh (month & year)?
5. When is the next command and control technology refresh likely to take place (month & year)? Thank you for taking the time to respond to these questions

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Networks

1. What network vendor(s) / service provider does your emergency service currently use for their LAN, WAN,, wireless and core network (e.g., BT, Virgin, Cisco)?

Extreme Networks - LAN, Capita and BT - WAN

2. Is the network managed / run internally, or is the network managed and/or supplied by a third party? Please specify which elements of the network are outsourced and to which companies.

Internally

3. Please may you provide an indication of the size of the network (e.g., number of switches, routers, access points etc.)?

Switches - 215

Routers - 154

Wireless Access Points - 391

4. How much money was spent on the last major network refresh (referring to replacement of the LAN / WAN / core network)?

£700K   BT SWAN Contract

5. When was the last major network refresh (month & year)?

WLAN and WAN currently underway 2024 -2025

6. When is the next major network refresh likely to take place (month & year)?

LAN - July 2027

7. What frameworks are likely to be used when releasing a tender for a network refresh?

BT SWAN

Cyber Security

1. Which cyber security providers / vendors are used, and for what technologies (e.g., firewalls, SOC etc.)?

Fortinet Firewalls, Cisco Firewalls, Microsoft Defender

2. When is your service due for a renewal of these technologies (month & year)?

2026

3. Is all cyber security managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies.

National Cyber Security Centre (NSS) and In-House

Command and Control

1. Which technology suppliers / vendors are used in your command and control rooms?

MIS,Terrafix,Cleric, Dell

2. Is your command and control room managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies.

Both, MIS Terrafix,Cleric

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3. How much was spent on the last major command and control technology refresh (referring to the replacement of the CAD / ICCS)?

The last C3 Command and Control upgrade was in 2021 and cost circa £500k. The total cost of LifeX ICCS from 2019 until it was implemented in 2023 is broken down in the table below.

Customer/Supplier Name	Customer/Supplier Code	Amount(Sum of Transaction)
AIRWAVE SOLUTIONS LTD	2850	89,633
DEPARTMENT OF HEALTH + SOCIAL CARE	55544	3,233,878
INSIGHT DIRECT (UK) LTD	1795	378,538
MIS EMERGENCY SYSTEMS LTD	15188	47,023
TERRAFIX LTD	14939	8,741
VODAFONE LTD	1883	524,655
	Sum:	4,282,468

4. When was the last command and control technology refresh (month & year)?
2019

5. When is the next command and control technology refresh likely to take place (month & year)?
Undecided

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