

- (b) By moving completely to O2 for voice calls, both UK and abroad, a reduction in cost of £29.5k per year can be achieved.
 - (c) For Blackberry user's the tariff for voice calls will be the same regardless of device, this will allow Blackberry users to rationalise to one device. international tariffs for data; however remain expensive and would be subject to a business case prior to travel as is now.
 - (d) Free of charge software upgrade to the Blackberry Server Software
5. O2 will provide free of charge, a project manager who will migrate individual departments over to the O2 phones.
- (a) Existing mobile phone users will have the options of obtaining a new mobile phone number or keeping their existing phone number and switching to the O2 mobile phone.
 - (b) For people who obtain a new O2 number, they will be issued with their new mobile phone upon return of their old Orange phone.
 - (c) For those people switching their existing mobile number:-
 - (i) On the agreed switch over (porting day) mobile phone users will have their old Orange mobile phone and SIM and their new O2 mobile phone and SIM. At an agreed time the new O2 mobiles will become operational.
 - (ii) Once operational, users will be able to receive calls on their old Orange phone and make new calls on their new O2 phone for a period of approx 2 hours between 11:00 and 13:00 whilst the port takes place. There will be minimal disruption of service.
 - (d) O2 can arrange for texts to be sent regularly to users reminding them of the porting day and to take their new O2 handset with them that day.
6. To project manage a switch over it is estimated that an external company would charge from £20 per device. For example, a cost of over £6,720k based on 336 mobile phones.
7. O2 have recommended that a £3 insurance fee per device should NOT be added to the monthly bill as the replacement charge for devices is £16.50. In future, replacement costs will be charged to individual department budgets.

Background

8. ICT ensure best value for MF&RS by constantly reviewing tariff options for voice and data usage on mobile devices such as mobile phones, Blackberry's and 3G cards/dongles. The current service is primarily delivered by Orange, since 2002, although a limited number of devices are provided by O2 and Vodaphone.

9. In response to an increasing number of incidents reporting poor coverage and the periodic review of tariffs, telent undertook a best value comparison exercise between the mobile telephony service providers Orange and O2. Orange chosen as the incumbent supplier and O2 chosen as they are the 'telent wide' telephony supplier. The Authority linking to the 'telent wide' contact will gain best value.
10. telent provide a fully managed mobile technology service to the Authority. Currently the Authority has 336 mobile phones and 55 Blackberry devices.

Equality and Diversity Implications

11. None.

Financial Implications & Value for Money

12. By moving completely to O2 for voice calls, both UK and abroad, a reduction in costs of £29.5k per year can be achieved.
13. The cost of a new phone is £16.50 on the O2 network and £70.00 on the Orange network.
14. O2 have recommended that a £3 insurance fee per device should NOT be added to the monthly bill as the replacement charge for devices is £16.50. In future replacement costs will be charged to individual department budgets

Health & Safety or Environmental Implications

15. None.

Contribution to Achieving the Vision:

"To Make Merseyside a Safer, Stronger, Healthier Community"

16. Effective management of the Authority's assets is essential to the achievement of the Vision.

BACKGROUND DOCUMENTS

"telent/MF&RS Mobile Technology Comparison Report."