

**DIRECTORATE OF
TELECOMMUNICATIONS
THE CONTINUING**



Link

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INTRODUCTION

For the emergency services, radio communications are the vital link – essential to operational efficiency and effectiveness. For over forty years, the Directorate of Telecommunications has been providing that link for police forces and fire brigades in England and Wales. And during that period, we have built up an organisation and expertise uniquely matched to your needs.

But the Directorate does not just offer a link with the past. We are building on our strengths of proven commitment, reliability and performance to offer you, in the future, a comprehensive range of cost-effective technical support services which represent the best value for money available.

WHO WE ARE

The Directorate is a professional support service provided by the Home Office Science and Technology Group to the police and fire services and other customers. Currently we support 39 police forces and 45 fire brigades. We employ 1,200 staff who undertake consultancy and advice, technical specification services, research and development, evaluation, installation, commissioning and

maintenance. We have a national network of highly trained staff. They are engineers and technicians whom you know and can trust to provide objective advice and the level and quality of service support you need. They understand your systems and equipment. Whenever you have a problem, they are ready and able to respond and ensure that your operational capability is maintained.

INSTALLATION AND MAINTENANCE

Our installation and maintenance service has been specifically developed to meet the demanding operational needs of police forces and fire brigades. We provide a round-the-clock service from a network of 10 depots, 2 sub-depots, 3 maintenance units and 60 detachments. This means fast response times and reliability *guaranteed*, when you need it most.

Detachments provide the local repair and installation facility. We have trained staff, backed up with the spares and test gear, who give rapid and effective first-line support to minimise the time your equipment or vehicles are out of service. The regional depots undertake the complex and demanding aerial and fixed installation and maintenance work, essential to good scheme





performance. They also provide the local staff with the vital back-up in the event of major incidents and emergencies. Our maintenance units provide the specialised in-depth support required to repair modern high technology and high component density equipment such as visual display units, personal radios, alerters and pagers. They are fully equipped with the latest and most sophisticated test equipment to ensure a fast, professional and efficient service.

The Directorate can therefore guarantee you

- the *capability* of a highly professional maintenance organisation which can effectively support systems and equipment from a wide range of suppliers;
- the *availability* of a skilled work force, providing a high grade 24 hour, 365 days per year service; and
- the *commitment* of an organisation totally dedicated to the operational needs of the emergency services.

CONSULTANCY

In addition to our installation, commissioning and maintenance services, the Directorate offers a wide-ranging engineering consultancy service in mobile radio

systems and equipment. We have unrivalled specialist expertise in the radio communications requirements of the police and fire services.

We plan radio systems – engineering, modifying and extending VHF wide area coverage radio schemes and UHF personal radio schemes, and designing microwave linking and resource availability systems to meet individual force and brigade requirements. We write technical specifications for systems and equipment, ensuring effective integration of related systems. We evaluate equipment to ensure that in construction and performance it meets the rigorous demands of operational service. We advise on ways of improving coverage and scheme performance, undertaking surveys and trials to ensure that



our recommendations are practical and can be implemented cost-effectively.

PROCUREMENT

Our procurement services have been reorganised to improve customer choice and to encourage and maintain competition. Our aim is to help you to buy the systems and equipment that you need when you need them. We shall be helping forces and brigades to secure value for money by providing objective information and advice on suppliers, evaluating and recommending approved systems and equipment, promoting the use of standards, and negotiating standing offer and call-off agreements.

RESEARCH AND DEVELOPMENT

We also undertake research and development in close consultation with our customers to ensure that they are able to take advantage of developments in technology. Current work includes developing vehicle fits to ensure electrical compatibility between motor vehicle on-board electronic management systems and the installed radio and other operational equipment, fireground communications, secure speech and surveillance systems and air-to-ground communications.



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WHY US?

We, in the Directorate, welcome competition. We see it as a challenge which will lead to greater efficiency. We believe that it will prove that we offer the best telecommunications support services available, because

- we are publicly accountable to Ministers and to you, the customer, through the Directorate's Policy Advisory Board;
- we are the specialists in police and fire service communications. We understand your operational needs and priorities and know your systems and equipment;
- we can support the full range of your radio systems and equipment. You have the benefit of dealing with a single agency rather than trying to coordinate a number of contractors;
- we have a proven record of effective installation and maintenance support, demonstrated and sustained over many years;

- in major incidents and emergencies, industrial disputes, adverse weather conditions, we provide the support that others cannot;
- as a national organisation, we can maintain the breadth and depth of expertise essential to supporting a wide range of highly technical systems and equipment. No local organisation can match this capability;
- our nationwide network enables us to respond quickly and effectively to any operational requirement;
- we are not tied to any commercial supplier. We will maintain your equipment until you want to replace it;
- we provide comprehensive training for our staff to ensure our high levels of service and expertise are maintained;
- our staff are vetted, trustworthy and able to work unsupervised within secure areas;
- our comprehensive range of spares and test equipment is held

at convenient locations for quick supply; and

- we have a management team committed to improving *our* efficiency, reducing *your* costs and providing you with the service support that fully meets all your needs.

If you want really effective and efficient telecommunications support, maintain the link. Stay with us or join us – *you won't do better.*

ENQUIRIES

For all enquiries about any service that you need, contact

Bob Dyce
Commercial Manager
Home Office
Directorate of
Telecommunications
Horseferry House
Dean Ryle Street
LONDON
SW1P 2AW

Tel: 01-211 7610

Fax: 01-630 0640

or your local depot.



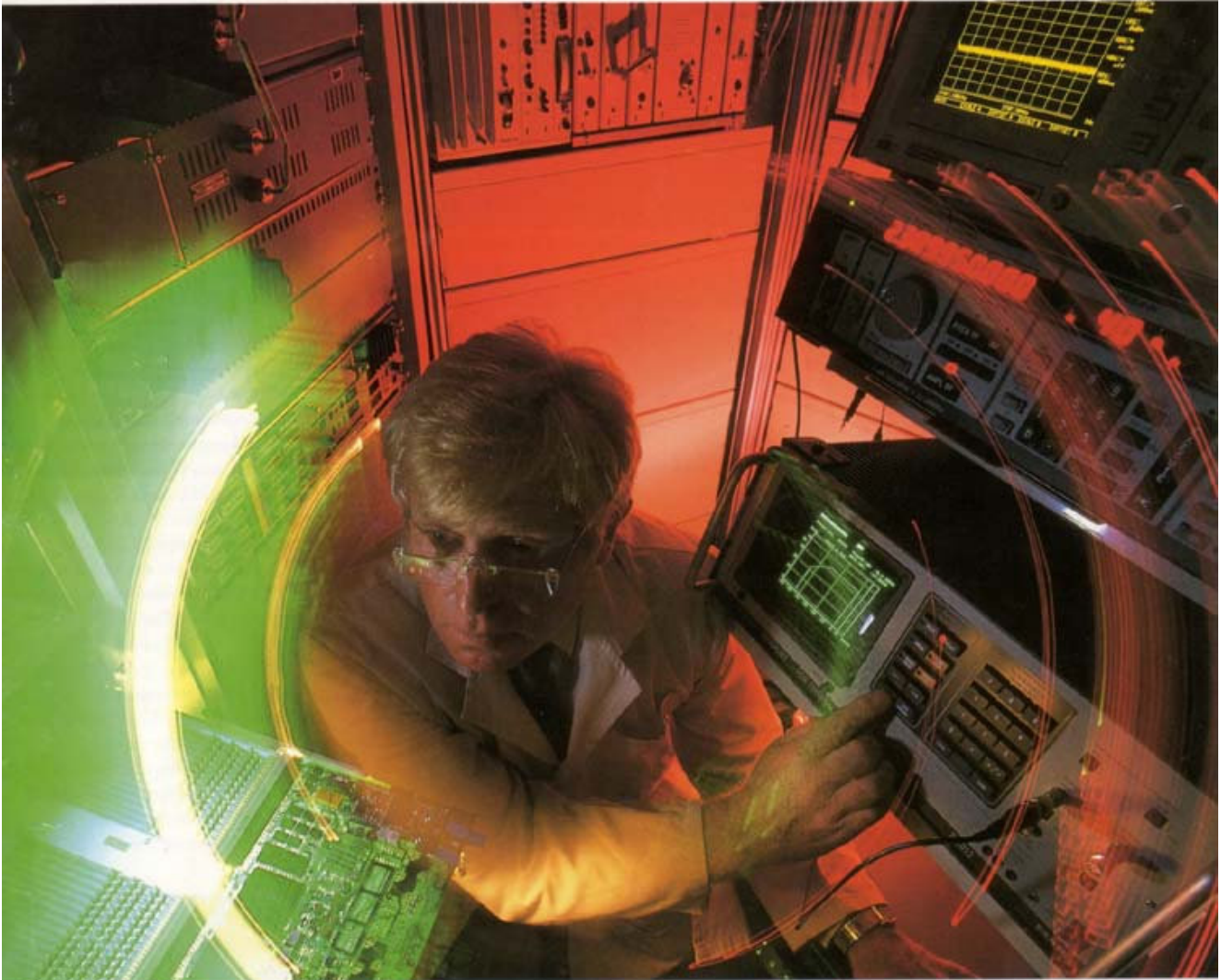
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A NEW WAVE IN COMMUNICATIONS



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In your business, communications are essential: reliable communications are our business. The professional telecommunications engineering division of the Home Office, the Directorate, is uniquely placed to offer you a complete service. As a consultancy we will help you plan, specify and procure the most efficient and competitive system for your business; in operational support we have a wider range of installation and maintenance service centres than any other organisation in England and Wales.

We have a proven track record of expertise, and we ensure that our technicians and engineers are on top of the communications revolution by regular training and liaison with universities.

TELECOMMUNICATIONS CONSULTANCY

Finding the perfect solution to your communications problems is a daunting task, especially when the system has to be secured within a tight budget but remain viable for a decade or more.

The Directorate acts as an adviser giving you unparalleled expertise in communications engineering. Our major specialist consultancy fields include:

- VHF Mobile systems
- UHF personal radio systems
- Radio site planning and management
- Integrated communication control systems
- Linking systems – landline, VHF and microwave
- Equipment evaluation
- Acceptance testing
- Technical training

We will work with you to plan the best system for your communications requirements, and write detailed procurement specifications. We will help you



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evaluate complex tenders from suppliers and ensure that your chosen system completely meets your needs in performance, delivery timetable and costs.

In assessing systems and equipment, only we can offer complete objectivity and impartiality. Because we are not suppliers, we won't just promote the highlights – our service is dedicated to your needs.

All our consultancy work is controlled using professional project management techniques to guarantee your deadlines are met.

Our research helps you take advantage of the latest technological developments, such as overcoming the obstacles of fitting equipment into vehicles, minimising 'electromagnetic pollution' at radio sites, making microwave systems support quasi-synchronous mobile radio schemes and developing air to ground communication systems

INSTALLATION AND MAINTENANCE

Our installation and maintenance service is specifically developed to meet the demanding operational needs of police forces and fire brigades. We provide a round-the-clock service from our network of 10 depots, 2 sub-depots, 3 maintenance units and almost 60 detachments. This means fast response times and reliability *guaranteed*, when you need it most.

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- the *commitment* of an organisation totally dedicated to your operational needs.

Throughout all our work the Directorate of Telecommunications has a strong commitment to cost-effective communications solutions and to *quality*.

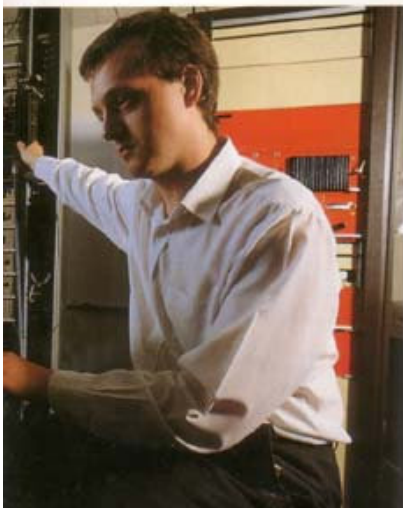
With our staff of over 1000 qualified engineers and technicians, with established clearances to work in security-sensitive areas, our breadth of experience in emergency service systems is unrivalled.

We provide thorough and updated training for our staff to ensure our standards of skill and service are maintained.

Our capabilities have always been dedicated to, and trusted by, the police and fire services – where high standards of reliability, efficiency and cost-effectiveness are essential – but the comprehensive range of our consultancy and support services is now available to other system users.

We are committed to meeting the challenge of providing an effective, competitive service to meet your needs.

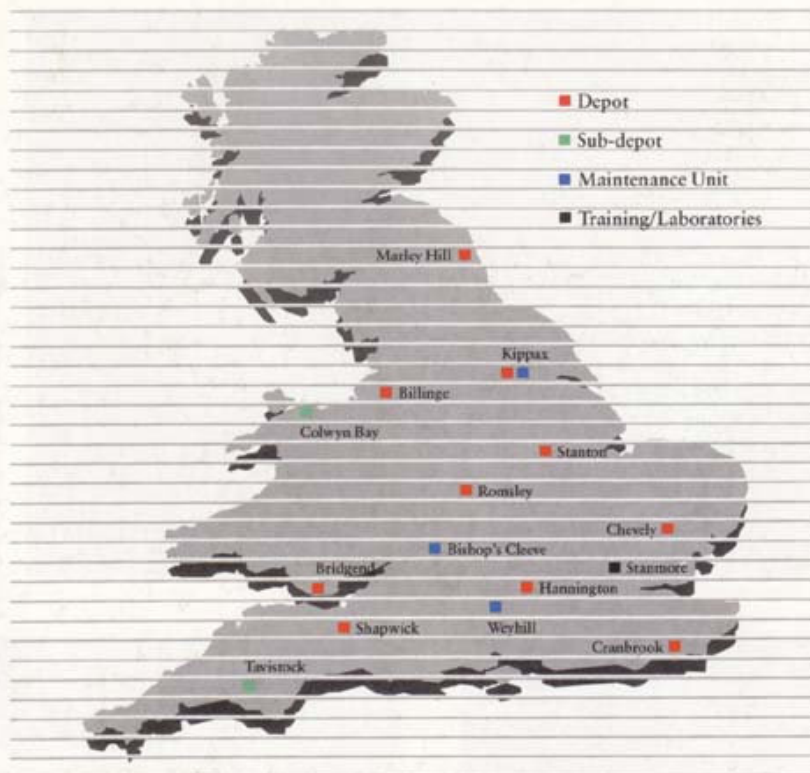
The Directorate of Telecommunications – ready to talk to you.



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OUR NETWORK...

Our installation, maintenance and repair services are never far away

Maintenance Units:

Kippax, Leeds
Bishop's Cleeve, Cheltenham, Glos.
Weyhill, Andover, Hants.

Depots:

Billinge, Wigan, Lancs.
Bridgend, Mid Glamorgan
Chevely, Newmarket, Suffolk
Cranbrook, Kent
Hanington, Basingstoke, Hants.
Marley Hill, Newcastle upon Tyne
Romsley, Halesowen, Birmingham
Shapwick, Bridgwater, Somerset
Stanton on the Wolds, Nottingham
Kippax, Leeds

Regional Sub-Depots:

Colwyn Bay, Clwyd
Tavistock, Devon

Training School:

Stanmore

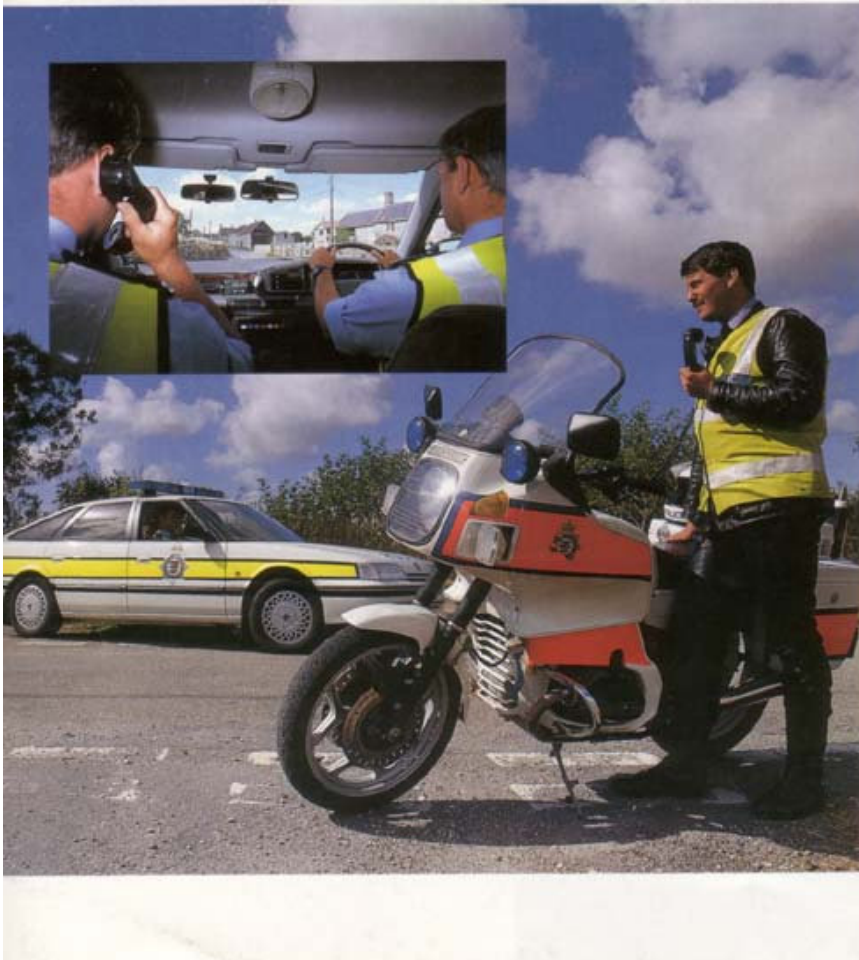
ENQUIRIES...

For all enquiries about any service that you need, contact

John Sharpley
Head of Marketing
Home Office
Directorate of Telecommunications
Horseferry House
Dean Ryle Street
LONDON
SW1P 2AW

Tel: 01-217 8087
Fax: 01-630 0640

or your nearest depot.



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