



Date: 15/04/2025
Our ref: 01/FOI/25/014431/H

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014431/H

I write in connection with your request for information dated 18/03/2025, received by Greater Manchester Police (GMP) for the following information:

All or some of the information provided previously has expired, I require an update on the questions below.

See my request below:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)

1. *1.Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.*
2. *Telephony/Voice Services Spend - Please can you provide me with the annual spend*
3. *3.Telephony/Voice Services - Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers*
4. *4.Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*
5. *5.Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud*
6. *6.Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN*

Contract 2 - Incoming and Outgoing of call services.

- 7. 6.Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?*
- 8. 7.Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract.*
- 9. 8.Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.*
- 10. 9.Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*
- 11. 10.Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.*

Contract 3 - The organisation's broadband provider.

- 12. 11.Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?*
- 13. 12.Broadband expiry / Date- please provide day, month, and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers*
- 14. 13.Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.*

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

- 15. 14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?*
- 16. 15.WAN Contract expiry Date- please provide day, month, and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers*
- 17. 16.Contract Description: Please can you provide me with a brief description for each contract*
- 18. 17.The number of sites: Please state the number of sites the WAN covers. Approx. will do.*

19. 18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

20. 19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.

21. 20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you have requested is held by GMP. However, I am not obliged to supply you with all the information as an exemption applies.

Section 17 of the Freedom of Information Act 2000 requires Greater Manchester Police, when refusing to provide such information (because this information is exempt) to provide you, the applicant, with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. The information you have requested in question 21 is exempt from disclosure by virtue of the following exemption: **Section 40(2) – Personal Information.**

Section 40(2) represents information that identifies a living individual, to disclose this information would breach the principles of the Data Protection Act 2018. Personal data is defined by Section 1 of the Data Protection Act 1998 and means data that relates to an individual who can be identified directly or indirectly from that data.

Section 40 is an absolute exemption and there is no requirement to conduct a public interest test for such data.

The remainder of the information you have requested is not exempt and is provided below.

1. BT.
2. £411,000
3. 15/07/2025 with an option to extend for 1 year.
4. 5 years +1 +1 (7 total possible)
5. VOIP
6. We have 120 channels of ISDN and 350 SIP trunks.
7. BT
8. See question 4

9. Approximately £1,300 on SIP
10. See question 4
11. There are approx 8330 configured ports on the CS1K for extensions and 400 contact centre agents configured
12. BT
13. We have a number of broadband lines each under their own contract/dates
14. Approximately £80,000 with BT
15. The Networking People (TNP)
16. 08/01/2028
17. WAN, LAN and WiFi managed services
18. 20, approximately
19. £382,000 with TNP, £88,000 with BT
20. BT - RM1045 CCS Framework, TNP - RM6116 CCS Framework
21. Exempt under S40, see above.