



**GREATER MANCHESTER  
POLICE**

**Date:** 07/04/2025  
**Our ref:** 01/FOI/25/014432/I

**FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014432/I**

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

***I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.***

***The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:***

***Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.***

- 1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)**
- 2. Existing Supplier: If there is more than one supplier, please split each contract up individually.**
- 3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider**
- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system.**
- 5. Number of telephone users:**
- 6. Contract Duration: please include any extension periods.**
- 7. Contract Expiry Date: Please provide me with the day/month/year.**
- 8. Contract Review Date: Please provide me with the day/month/year.**
- 9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.**
- 10. Telephone System Type: PBX, VOIP, Lync etc**
- 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.**

**12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.**

**13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.**

***If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider.***

***If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.***

***If the maintenance for telephone systems is maintained in-house, please can you provide me with:***

- 1. Number of telephone Users:**
- 2. Hardware Brand: The primary hardware brand of the organisation's telephone system.**
- 3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.**
- 4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.**

***Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.***

***If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract?***

### **Result of Searches**

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is held by GMP.

However, I am not obliged to supply 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.

**Question 13** is exempted from disclosure under **Section 40(2) Personal Information** – this information constitutes personal data of an identifiable living individual/s, and to disclose this information would breach the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Personal data is defined by Section 1 of the Data Protection Act 2018 and means data that relates to an individual who can be identified directly or indirectly from that data.

Section 40 is an absolute exemption with no requirement to complete a public interest test.

Please note – Information relating to contracts can be found via [Sell2](#).

1. Internal Telephony is maintained and managed by BT.
2. BT.
3. Voice - £411,000.
4. Avaya.
5. 10,000.
6. 5 years + 1 + 1 (7 total possible).

7. 15/7/2025 – option to extend to 15/7/2026.
8. Contract is currently under review.
9. Contact centre, Softex, Nice call recording.
10. VOIP.
11. Internal telephony, contact centre, call recording and stats reporting capability. Incoming 999 calls. Managed service.
12. RM1045 CCS framework.
13. See exemption above.

Information is defined in section 84 of the Act as 'information recorded in any form'. The Act therefore only extends to requests for recorded information. It does not require public authorities to answer questions generally; only if they already hold the answers in recorded form. The Act does not extend to requests for information about policies or their implementation, or the merits or demerits of any proposal or action - unless, of course, the answer to any such request is already held in recorded form.