

Date: 13th May 2026
Our ref: FOI/26/016721/R

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/26/016721/R

I write in connection with your request for information dated 17/04/2026, received by Greater Manchester Police (GMP) for the following information:

I am writing to request information under the Freedom of Information Act 2000 in relation to your organisation's Computer Aided Dispatch (CAD), control room systems, and associated contracts.

This request has been structured to minimise burden and prioritised accordingly. Where possible, I have requested information typically held within procurement, contract management, or technical system records.

Context and Public Interest

This request relates to systems that underpin public safety and emergency response operations, and therefore carries a clear public interest in transparency regarding:

- ***Procurement and contract management***
- ***Supplier performance and accountability***
- ***Use of public funds and value for money***
- ***Operational effectiveness of critical infrastructure***
- ***In addition, under the Procurement Act 2023, there is an increased emphasis on:***
- ***Transparency in public contracts***
- ***Ongoing contract performance monitoring***
- ***Definition and visibility of Key Performance Indicators (KPIs)***

This reinforces the public interest in disclosure of contract performance and management information where appropriate.

Records Retention Context

Public authorities are typically expected to retain procurement and contract documentation for a minimum of 5–7 years following contract award (aligned to audit, governance, and limitation requirements).

If any information is stated as not held, please confirm whether:

- ***It was previously held but is no longer retained, or***

- *It is not held in any form*

REQUESTED INFORMATION

1. Current Systems and Suppliers

Please confirm:

- *Current CAD (Computer Aided Dispatch) system supplier and system name*
- *Current ICCS / control room system supplier and system name*
- *Any Mobile Data Terminal (MDT) solution provider and system name*
- *Any key integration providers or middleware platforms*
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2. Contract Information

For each system above, please provide:

- *Contract award date*
- *Contract duration*
- *Contract expiry date (including any extensions)*
- *Total contract value (where available)*
- *Procurement route used (e.g. framework (including which one), Find a Tender, direct award)*
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3. Procurement and Tender Documentation

Where available, please provide:

- *Contract award notices*
- *Tender documentation (including but not limited to specification and Invitation to Tender)*
- *Any publicly available procurement materials*
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Where this information is already publicly available, links or references are acceptable in place of full documents.

4. Contract Changes and Extensions

Please provide details of:

- *Any contract extensions, variations, or renegotiations*
- *Updated contract end dates*
- *Nature of changes (e.g. scope, pricing, service model)*

5. Procurement Planning and Future Intent

Please confirm:

- *Whether there are plans to re-procure any of the above systems*
- *Expected timeframe (if known)*
- *Any pre-market engagement activity undertaken or planned*

6. Supplier Performance and KPIs

Please provide:

- *Any Key Performance Indicators (KPIs) defined for the contract*
- *Summary of supplier performance against KPIs*
- *Any:*
 - o *Performance reports*
 - o *Service review documents*
 - o *Improvement or remediation plans*
 - o

Aggregated or summary information is acceptable where detailed reports are not readily available.

7. Service Delivery and Operational Context

Please confirm:

- *Whether the system is:*

- o **Managed internally**
- o **Delivered as a managed service**
- **Any significant:**
 - o **Transformation programmes**
 - o **Planned upgrades or replacement programmes**

8. Governance and Oversight

Please provide (where available):

- **Any internal reports or governance papers relating to:**
 - o **System performance**
 - o **Contract issues**
 - o **Major decisions relating to the system**

Handling of Exemptions

If any information is withheld, please:

- **Specify the exemption relied upon**
- **Provide reasoning for its application**
- **Provide any non-exempt information in partial form**

Where exemptions are qualified (e.g. commercial sensitivity), please confirm that a public interest test has been applied, particularly in relation to:

- **Contract performance**
- **Use of public funds**
- **Delivery of critical public services**

Advice and Assistance (Section 16 FOIA)

If any part of this request exceeds cost limits, I would welcome advice and assistance under Section 16 of the Act to refine the request so that relevant information can still be provided.

Prioritisation

If necessary, please prioritise:

1. **Current systems and suppliers**
2. **Contract dates and expiry**
3. **Procurement & tender docs**

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information. I can confirm the information requested is held by GMP. However, I am not obliged to provide all the information requested as an exemption applies to question 6.

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 6 is exempt by virtue of the following exemption:

Section 43(2) – Commercial Interest

Section 43(2) is a prejudice based and qualified exemption, as such is subject to a harm and public interest test. Please see below.

Harm

To disclose the Key Performance Indicators and the performance reports for a contracted business working with the force could affect the commercial interests of the business therefore disturbing any business enquiries and profits seen within the business. A less likely but still possible outcome from providing such information could lead the business owners to seek legal action against GMP.

Factors Favouring Disclosure

To provide the Key Performance Indicators and the performance reports would allow for a better-informed public and debate.

Factors Favouring Non-Disclosure

Non-Disclosure of the performance reports would prevent any harm to the commercial interest of the named business. Providing the information could be detrimental to the business itself, as this could affect the number of customers; furthermore this could put the trader under financial strain.

Balance Test

When balancing the public interest GMP has to consider whether the information should be released into the public domain. The most persuasive reason for disclosing the information would be transparency. This needs to be weighed against the strongest reason for non-disclosure, which in this case is the damage that may be caused to the service providers.

In this instance, the case for disclosure is not made out and the information for question 6 is withheld.

Response to remaining questions

1. Current Systems and Suppliers

Please confirm:

- Current CAD (Computer Aided Dispatch) system supplier and system name: **supplier name SSS Public Safety. System name is ControlWorks**
- Current ICCS / control room system supplier and system name: **supplier name SSS Public Safety. System name is DS3000**
- Any Mobile Data Terminal (MDT) solution provider and system name: **None as we don't use MDT.**
- Any key integration providers or middleware platforms: **this currently provided by HCL Tech**

2. Contract Information

For each system above, please provide:

For ICCS (DS3000) Support & Maintenance Contract:

- Contract award date: **Contract Start Date is 22/11/2024**
- Contract duration: **5 years plus optional 1 year + 1 year extension**
- Contract expiry date (including any extensions): **21/11/2031**
- Total contract value (where available): **£3,850,000**
- Procurement route used (e.g. framework (including which one), Find a Tender, direct award): **GCA VAS RM6295 Framework (direct award) Call-Off**

For Command and Control System (ControlWorks) Contract:

- Contract award date: **Contract Start Date is 21/06/2023**
- Contract duration: **7 years plus optional 1 year + 1 year + 1 year**
- Contract expiry date (including any extensions): **20/06/2033**

- Total contract value (where available): **£4,000,000**
- Procurement route used (e.g. framework (including which one), Find a Tender, direct award): **GCA VAS RM6259 Framework (direct award) Call-Off**

3. Procurement and Tender Documentation

Where available, please provide:

- Contract award notices: [ICCS Support and Maintenance - Contracts Finder Greater Manchester Combined Authority](#)
- Tender documentation (including but not limited to specification and Invitation to Tender): for ICCS/DS3000 [Greater Manchester Combined Authority](#) for ControlWorks [Greater Manchester Combined Authority](#)
- Any publicly available procurement materials: **see above**

4. Contract Changes and Extensions

Please provide details of:

- Any contract extensions, variations, or renegotiations: **the two contracts are yet to be extended as we have not reached the extension period.**
- Updated contract end dates: **Not applicable**
- Nature of changes (e.g. scope, pricing, service model): **There has been no change to the scope of the service or the service model. The only price increase applied has been in accordance with indexation (CPI), as permitted under the contract.**

5. Procurement Planning and Future Intent

Please confirm:

- Whether there are plans to re-procure any of the above systems: **Unknown at this time**
- Expected timeframe (if known): **Unknown at this time**
- Any pre-market engagement activity undertaken or planned: **None**

7. Service Delivery and Operational Context

Please confirm:

- Whether the system is:
 - o Managed internally - **No**
 - o Delivered as a managed service - **yes**
- Any significant:
 - o Transformation programmes - **None**
 - Planned upgrades or replacement programmes - **yes for ICC/DS3000 terminals, we plan to upgrade to Windows 11, and for ControlWorks we plan to upgrade version.**

8. Governance and Oversight : this is in-line with the contract governance provided in the contract.

Please provide (where available):

- Any internal reports or governance papers relating to:
 - o System performance - **None**
 - o Contract issues - **None**
 - o Major decisions relating to the system - **None**