



Dear

Gloucestershire Constabulary Freedom of Information request 2023.0140

On 31/01/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

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 etc)

1.Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

2.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

3.Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

4.Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP

5.Telephony/Voice Services Number of Lines / Channels / SIP Trunks- 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.

6.Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?

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.

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.

9.Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

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.

11.Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

12.Broadband 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. If there is more than one supplier, please split the renewal dates up into however many suppliers

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.

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?

15.WAN 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

16.Contract Description: Please can you provide me with a brief description for each contract

17.The number of sites: Please state the number of sites the WAN covers. Approx. will do.

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

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.

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.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

1. BT
2. No Information Held - This is not dealt with at individual Force level
3. No Information Held – As per question 2.
4. PSTN, ISDN and Analogue

5. ISDN2e - 2
- ISDN30 - 134
- PSTN – 94
- SIP Trunks – 6
6. BT
7. No Information Held – As per question 2
8. £2,500 Calls
- £9,500 Lines
9. No Information Held – As per question 2
10. 3559 extensions
11. ATOS (Convergence Group)
12. 21/02/2024
13. £17,857.16
14. Virgin
15. 14/04/2024
16. IPVPN lines provided by Virgin for MPLS connectivity
- 17.24
18. £192,434.29
19. No Information Held – Gloucestershire Constabulary is part of the Southwest Police Procurement Department, who conduct negotiations for this contract.
Details are available via the link below:
<http://www.devon-cornwall.police.uk/your-right-to-information/procurement/>
20. The ACPO minimum standards for all police force publication schemes is that we must provide a non-emergency number and an e-mail address for general enquiries. This is the main switchboard number and an e-mail address. This fully satisfies the terms of the request as you are able to contact everyone via these details:

Non-emergency telephone number within the county is 101, outside is 01452 728199

Contact centre email address: 101@gloucestershire.police.uk

You can address enquiries for the attention of:

- ICT Network Service Manager

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary