



James Hodson
Information Rights
Bedfordshire Police Headquarters,
Woburn Road, Kempston,
Bedford, MK43 9AX

Telephone: 01234 842547
Email: foi@herts.pnn.police.uk

24th January 2018

Our Ref: FOI2017/01803

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2017/01803

I write in connection with your request for information received on 21st December. I note you seek access to the following information:

I want to submit a freedom of information request for the following information relating to telephony and networks services:

If there is more than one supplier for each of the contracts below, please can you provide me with the contract data for each of the supplier including, spend, contract dates, type of lines and number of sites.

Contract 1

- 1. Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.**
- 2. Fixed Line- 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. If there is more than one supplier please split the renewal dates up into however many supplier**
- 3. Fixed Line- Contract Duration- the number of years the contract is for each**
- 4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP**
- 5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**

Contract 2

- 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. An estimate or average is acceptable.**
- 9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.**
- 10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**

Contract 3

- 11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.**
- 12. Fixed 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. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.**

Contract 4

- 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 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**
- 16. Contract Description: Please can you provide me with a brief description of the contract**
- 17. 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. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above.

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Constabulary please see our response below.

Response

Q1 – BT

Q2 – BT various renewal dates

Q3 – BT 1 year rolling

Q4 – BT PSTN analogue exchange lines, ISDN2, ISDN30

Q5 – BT = 630 services

Q6 – BT, TalkTalk and O2

Q7 – BT, TalkTalk and O2, all one-year rolling

Q8 - BT approx. £120 per quarter, TalkTalk approx. £2,000 per month and O2 approx. £3,000 per month

Q9 - BT, TalkTalk and O2, all one-year rolling

Q10 – 4283

Q11 – BT, Virgin Media and Zen Internet

Q12 - BT, Virgin Media and Zen Internet, all have various renewal dates

Q13 - Services managed/monitored by ICT only – BT = £3,058 per quarter and Zen Internet = £8,752 per annum

Q14 – Virgin Media Business

Q15 - 18/03/2019

Q16 - The provision of Wide Area Network and Ancillary services

Q17 - 92 separate links and 88 sites

Q18 – Information not held

Q19 – Jonathan Black, ICT Desktop Services Manager, jonathan.black@cambs.pnn.police.uk

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

James Hodson
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.