



11th March 2021

Freedom of Information Request Reference N^o: FOI 000157/21

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 15th January 2021 in which you sought access to 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

- 1 Current Lines/Voice Services (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 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 Fixed Line- Contract Duration- the number of years the contract is for each provider
- 4 Type of Lines- Please can you split the type of lines per each supplier? PSTN, 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 on calls for each provider. 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- Supplier's name if there is not information available please can you provide further insight into why?
- 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 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 of the 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 there full contact details including contact number and email and job title for all the contracts above.

Response to your Request

The response provided below is correct as of 10th March 2021.

Norfolk and Suffolk Constabularies have considered your request and our response is below.

CONTRACT 1

- Q1 The current providers are:
British Telecommunications Ltd
GammaTelecom Ltd
- Q2 Contract dates:
British Telecommunications Ltd - 1 year rolling / 30/03.
Gamma Telecom Ltd - 30/03/2025
- Q3 Contract duration:
British Telecommunications Ltd - 1 year
Gamma Telecom Ltd - 5 years
- Q4 Type of lines:
British Telecommunications Ltd - PSTN Analogue
GammaTelecom Ltd – SIP
- Q5 Number of lines:
SIP trunks – 2
Analogue Lines - 154

CONTRACT 2

- Q6 The current provider is:
Gamma Telecom Ltd
- Q7 Contract date:
Gamma Telecom Ltd - 30/03/2025

- Q8 Monthly spend:
Gamma Telecom Ltd - £900
- Q9 Contract duration:
Gamma Telecom Ltd – 5 years
- Q10 Number of extensions: 7,600

CONTRACT 3

- Q11 Fixed broadband providers:
MLL
British Telecommunications Ltd
- Q12 Contract renewal dates:
MLL – 30th March 2022
British Telecommunications Ltd - Yearly rolling 30/3
- Q13 Annual average spend:
British Telecommunications Ltd - £55,000
MLL - £135,600

CONTRACT 4

- Q14 WAN provider:
MLL
- Q15 Contract renewal date:
MLL – 30th March 2022
- Q16 Contract description:
The contract details are published on the Bluelight Procurement Database website. See link below:
<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=31810>
- Where information is already available, section 21 of the Freedom of Information Act has been engaged. Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for this part of your request.
- Q17 Number of sites:
100
- Q18 Annual average spend:
MLL - £300,000
- Q19 See Bluelight Procurement Database at Q16.
- Q20 The contact is Mr Mark Jode. Email: Mark.JODE@norfolk.police.uk
Contact the non-emergency number 101.

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 40 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700