



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:12/02/2024

2024/147 - Telecom - Networks

In response to your recent request for information regarding;

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)

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

Analogue – BT
ISDN VOIP – BT
Cloud - MS Teams

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

£262,000

3.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

Ongoing- No renewal date and each circuit has its own contract date.

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

Ongoing- No renewal date and each circuit has its own contract date.

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

6.Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

ISDN2 52
ISDN30 38
PSTN 234

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?

Internal network is VOIP

External Network is BT – Breakout locations

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.

Ongoing- No renewal date and each circuit has its own contract date so very hard to provide.

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.

£800.00

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

Ongoing- No renewal date and each circuit has its own contract date so very hard to provide

10.Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

2492

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?

BT

12.Broadband expiry I 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 expiry dates up into however many suppliers

April 2023 37
October 2023 1
March 2024 1
April 2024 1

13.Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

£800

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?

Virgin Media

15.WAN Contract expiry 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 expiry dates up into however many suppliers

March 2026

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

Wide-Area Network (WAN) Services include the provisioning, monitoring and management of Networks that interconnect two or more facilities that span a geographic area larger than a campus. WAN Services include, point to point circuits, MPLS, Software-defined WAN Services dedicated internet connections, and broadband (DDSL/Cable Modem) internet connections. Contractor shall collaborate with public carriers and other Third-Party Providers on behalf of NWP to ensure delivery of WAN Services.

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

89

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

£261,000

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.

An open EU Tender via CGI, no use of frameworks

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.

Helen Wynne-Williams, helen.wynne-williams@northwales.police.uk, Head of Technology

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT DD/MM/YYYY