



4th July 2018

Freedom of Information Request Reference N^o: FOI 001734/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 15th May 2018 in which you sought access to the following information:

I wish to make the following Freedom of Information Request regarding current contracts your Force have in place for mapping and gazetteer management.

- 1 What current contracts do the Force have in place for mapping and gazetteer management.
- 2 What mapping provider is used in the control room, when is the contract expiry and what is the value of the said contract
- 3 What mapping provider is used in the analytical community for intelligence and crime analyst purposes, when is the contract expiry and what is the value of the said contract
- 4 What mapping provider is used for webmapping purposes, either mobile, intranet or both? when is the contract expiry and what is the value of the said contract
- 5 What gazetteer provider is used in the Force, when is the contract expiry and what is the value of the said contract
- 6 What data providers do the Forces use such as Hopewaiser, QAS, Mosaic etc, when is the contract expiry and what is the value of the said contract
- 7 What demand management or demand profiling does the Force utilise? when is the contract expiry? and what is the value of the said contract

Response to your Request

The response provided below is correct as of 25th June 2018.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

- Q1 Norfolk and Suffolk Constabularies have a number of contracts in place in relation to mapping. Contract details are published on the Bluelight Procurement Database website which can be accessed via the link below:-

<https://www.blpd.gov.uk/foi/foi.aspx>

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, in this case via the BLPD website; 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.

- Q2 Both Norfolk and Suffolk are currently in the process of consolidating contracts and moving to a single contract managed by ESRI. This contract has a 3 year term and a total contract value of £190,000. This is currently in its 2nd year.
- Q3 This is as per question 2 and we also have a contract 'MapInfo'. Again this information is on BLPD and can be accessed via the link below:-
<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=23742>
- Q4 Please see above.
- Q5 Both Constabularies will use a number of Gazetteers but the main one is Northgate's proprietary Gazetteer as part of the Athena contract.
- Q6 Both Norfolk and Suffolk Constabularies use Mosaic. Details can be found via the link below:-
<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=18268>
- Q7 For demand modelling the Constabularies use a piece of software called 'Resource Analyser' by a company called Strategic Direction. This was purchased in approximately November 2010 and the fee paid included one years support. This has been used in-house since with no additional cost. Although this was previously used by Suffolk Constabulary, no demand profiling software has been used for the current Suffolk change portfolio.

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 20 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