



24th March 2021

Freedom of Information Request Reference N^o: FOI 000369/21

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 3rd February 2021 in which you sought access to the following information:

- 1 Does Norfolk/Suffolk Constabulary utilise a Digital Evidence Management or Digital Asset Management (DEM/DAM) Solution?
- 2 If no, when is the force intending on starting the procurement process to acquire a DEM/DAM Solution?
- 3 If yes
 - A What is the name of the solution and who provided the solution?
 - B Is it cloud hosted? If yes, who is the provider?
 - C What is the contracted storage capacity?
 - D What year was the solution purchased?
 - E What was the initial cost of purchase?
 - F Was it purchased on an annual, multi-year or perpetual basis?
 - G When is the renewal due?
 - H How many users are licenced to use the DEM/DAM Solution?
 - I How much per annum has the force spent on support and maintenance of the DEM/DAM Solution since the purchase year?
 - J How much per annum has the force spent on training in relation to the use of the DEM/DAM Solution since the purchase year?
 - K Who provides training in relation to the DEM/DAM Solution?
 - L How much per annum has the force spent on customer development and consultancy in relation to the use of the DEM/DAM Solution since the purchase year?
 - M At the end of the purchased time period will the force be open to reviewing available solutions on the market again?

Response to your Request

The response provided below is correct as of 24th March 2021.

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

- Q1 Yes, the Constabularies do use a solution.
- Q2 Not applicable
- Q3
- A The solution used is Reveal Media
 - B This is not cloud hosted
 - C The contracted storage capacity is 323 TiB
 - D This was purchased in 2018
 - E The initial cost was £1million
 - F This was purchased on a multi-year basis

- G Renewal is due in 2022
- H There are 3000+ licenced users
- I Maintenance and support was purchased as part of the contract
- J Information not held
- K Training is provided internally by the Learning & Development Department
- L No spend therefore no information held
- M The Constabularies are already working with other force areas on a DAMS solution

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