



Freedom of Information Request Reference N°: FOI 001646-20

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 15 May 2020 which you sought access to the following information:

“Telephony

1. *.Can you please provide the contract start and renewal date for the forces current corporate telephony system(s) within the contract(s)?*
 - a - If a separate telephony system is used to receive non-emergency and/or 999 calls within the forces control rooms, can you also please provide contract start and renewal dates for this system also?*
 - b Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?*
 - c Can you please provide annual support prices paid for each telephony system contract?*
 - d Can you please provide the suppliers name(s) of each telephony system contract?**Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?*

Command and Control

2. *Can you please provide the contract start and renewal date for the forces current command and control system used for incident management and Police resource deployment?*
 - a Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?*
 - b Can you please provide annual support prices paid for the command and control system contract?*
 - c Can you please provide the suppliers name for the current command and control system contract?*

Integrated Communications and Control System (ICCS)

3. *Can you please provide the contract start and renewal date for the forces ICCS?*
 - a Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?*
 - b Can you please provide annual support prices paid for the ICCS contract?*
 - c Can you please provide the suppliers name for the current ICCS contract?*

d Has the force already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?

Records Management System (RMS)

- 4. Can you please provide the contract start and renewal date for the forces RMS?
 - a Can you please indicate what options there are for extending the existing RMS contract beyond the renewal date?*
 - b Can you please provide annual support prices paid for the RMS contract?*
 - c Can you please provide the suppliers name for the current RMS contract?**

Contact Management System (CRM system)

- 5. Can you please provide the contract start and renewal date for the forces Contact Management System used to record contact from members of the public with the forces control rooms?
 - a Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date?*
 - b Can you please provide annual support prices paid for the Contact Management System contract?*
 - c Can you please provide the suppliers name for the current Contact Management System contract?**

Geographic Information system (GIS)

- 6. Can you please provide the contract start and renewal date for the forces GIS System used within the forces control rooms for incident/contact management?
 - a Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date?*
 - b Can you please provide annual support prices paid for the GIS contract?*
 - c Can you please provide the suppliers name for the current GIS contract?**

Gazetteer System

- 7. Q7 Can you please provide the contract start and renewal date for the forces Gazetteer System used within the forces control rooms for address verification of incidents and contacts?
 - a Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date?*
 - b Can you please provide annual support prices paid for the Gazetteer System contract?*
 - c Can you please provide the suppliers name for the current Gazetteer System contract?**

Force Control Rooms

- 8. For each of the Force's Control Rooms, please provide the following information:
 - a. Address (including postcode)*
 - b. Whether the control room is:
 - i. always operationally manned (i.e. 24/7)***

- ii. *only operationally manned during major incidents (i.e. Gold Command)*
- iii. *only operationally manned when a live control room is evacuated (i.e. Fallback)*
- C. *Whether the control room is used to routinely:*
 - i. *answer non-emergency calls (i.e. general enquiry call centre)*
 - ii. *answer emergency calls (i.e. 999 call takers)*
 - iii. *dispatch officers and manage the responses to incidents (i.e. dispatcher.*
- d. *Can you please provide a breakdown of the number client workstations used within each control room for:*
 - i. *answer non-emergency calls (i.e. general enquiry call centre)*
 - ii. *answer emergency calls (i.e. 999 call takers)*
 - iii. *dispatch officers and manage the responses to incidents (i.e. dispatcher.*
- e. *Can you please provide the number of command and control clients that are browser based (if applicable)?*
- f. *Can you please provide the number of command and control mobile data clients that are in use, either via a browser based application and/or APP installed on mobile device?"*

Response to your Request

The response provided below is correct as of 10 June 2020

Suffolk and Norfolk Constabularies have considered your request for information and the response is below.

Information regarding the contracts specified are available on the Constabularies blue light procurement database (BLPD) and is therefore reasonably accessible via other means.

Section 17 of the Freedom of Information Act 2000 requires that Suffolk Constabulary, when refusing to provide such information (because the information is exempt) is to provide you the applicant with a notice ban which:

- (a) States that fact
- (b) Specifies the exemption(s) in question and
- (c) States (if that would not otherwise be apparent) why the exemption(s) applies.

The information is exempt from disclosure by virtue of the following exemption(s);

Section 21(1) - Information reasonably accessible by other means

Information concerning the respective contracts are published on the BLPD and are therefore reasonably accessible by other means as per Section 21 of the Freedom of Information Act 2000.

The following link will take you to the site and the reference numbers of each contract are below.

www.blpd.co.uk

1. Telephony – 31321/31322.
2. Command and Control – STORM – 18257/18170
3. ICCS – 27525/27523
4. RMS – Transearch, 32363/32362
5. CRM – as above under Transearch.
6. GIS – 33263/33262
7. Gazeeteer – Nil in use, elements of Gazeteer are embedded in some applications that we use
8. Information concerning the location of the Force CCR's are as follows:

Suffolk - <https://www.suffolk.police.uk/about-us/our-organisation/our-departments/contact-and-control-room>

Norfolk - <https://www.norfolk.police.uk/about-us/our-organisation/our-departments/contact-and-control-room-ccr>

The Control room have 44 (Suffolk) and 42 (Norfolk) workstations, which can answer all calls and all of those are web based.

With regards to contract extensions, where necessary this will be considered in line with 7 Force Contract Standing Orders and the provisions available within the Public Contracts Regulations 2015

Should you have any further queries concerning this request, please contact Clair Pack, 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
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.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 40 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