



**SUFFOLK
CONSTABULARY**
Taking pride in keeping Suffolk safe

Freedom of Information Request Reference N°: FOI 002458-20

I write in connection with your request for information received by Suffolk Constabulary on the 20 July 2020 in which you sought access to the following information:

1. *"Please confirm the manufacturer of your telephony system(s) that are currently in place?"*
2. *When was the installation date of your telephony equipment?"*
3. *Who maintains your telephony system(s)?"*
4. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?"*
5. *Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?"*
6. *When is your contract renewal date?"*
7. *Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?"*

8. *Please confirm the manufacturer of your Contact centre system(s) that are currently in place?"*
9. *When was the installation date of your contact centre infrastructure?"*
10. *Who maintains your contact centre system(s)?"*
11. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?"*
12. *How many contact centre employees/agents do you have?"*
13. *Do agents work from home? Or just your offices?"*
14. *When is your contract renewal date?"*
15. *Do you use a CRM in the contact centre? What platform is used?"*
16. *Do you use a knowledge base / knowledge management platform? What platform is used?"*

17. *Who currently provides your calls and lines?"*
18. *What is your current annual spend on calls and lines?"*
19. *When is your contract renewal date?"*
20. *Who provides your wide area network? How many sites are connected?"*

21. *How many employees do you have overall within your organisation?"*
22. *Can you provide contact details for your procurement lead / category manager for these services?"*
23. *Can you provide names and contact details for the following people within your organisation?"*
 - *CIO / IT Director*
 - *Head of IT*



**SUFFOLK
CONSTABULARY**
Taking pride in keeping Suffolk safe

- *Head of Digital Transformation*
- *Head of Customer services*

Response to your Request

The response provided below is correct as of 25 August 2020

Suffolk Constabulary has considered your request for information and the response is below.

1. The Constabularies Telephony System Manufacturers are:
 - a. Mitel
 - b. Cisco
2. The installation dates were:
 - a. Mitel – May 2018
 - b. Cisco – October 2016
3. The telephony systems are maintained by Daisy and Maintel, respectfully.
4. The initial project and value of annual support/maintenance services is as follows:
 - a. Cisco Project £47,070
 - b. Cisco Maintenance and SWSS £72,187.69
 - c. Mitel Project £402,351.62
 - d. Mitel Maintenance £71,013.55
5. Yes
6. The contract renewal dates are as follows:
 - a. Daisy – 31/07/2021
 - b. Maintel – 02/02/2021
7. Skype for Business and Teams
8. The contact centre system Manufacturer is Mitel.
9. The installation date was May 2018.
10. The systems are maintained by Daisy.
11. The initial project and maintenance values are as per question 4 (Mitel).



**SUFFOLK
CONSTABULARY**
Taking pride in keeping Suffolk safe

12. We have a current total headcount of 128, this is based on the following roles:
Staff-Control Room Operator
Staff-Call Taker
Staff-Operator Central Call Answering
13. No. these roles are only based in the office.
14. As per answer provided in question 6.
15. Yes, Mitel.
16. No
17. The calls and lines are currently provided nu Gamma and BT.
18. The annual expenditure for the 18/19 financial year was circa £215,275 on fixed telephone, including line rental and call charges.
19. The expiry date for the BT calls and lines contract is 4 September 2021
20. MLL is the provider and there are in excess of 100 sites.
21. Information concerning the number of employees within your Constabularies is published monthly on the Constabularies publication schemes. 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;

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

Information concerning the workforce summaries are published within the 'who we are and what we do' section of the publication scheme and are therefore reasonably accessible by other means as per Section 21 of the Freedom of Information Act 2000.

The following links will take you to the appropriate pages of the publication scheme:



Suffolk Constabulary – Force Structure – Diversity Programme Report:

<https://www.suffolk.police.uk/about-us/our-data/publication-scheme/who-we-are-and-what-we-do>

Norfolk Constabulary – Force Structure – Annual Workforce Data – Diversity Reports

<https://www.norfolk.police.uk/about-us/our-data/publication-scheme-0/who-we-are-and-what-we-do>

22. The head of the 7F IT Procurement contract is Steve Perrins.

Contact through: 7forceprocurement@ecis.police.uk

23. Contact details are as follows:

Head of ICT – Nigel Read – nigel.read@suffolk.police.uk

Head of Digital – James Nobbs – nigel.nobbs@norfolk.police.uk

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/>

Suffolk Constabulary is 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.



**SUFFOLK
CONSTABULARY**
Taking pride in keeping Suffolk safe

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 Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 40 working 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 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 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