

13 December 2024

FOI Ref 17495

Request - You asked us the following:

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the information below.

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

1. contact centre contract(s)
2. inbound network services contract (s)

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
4. Contract Expiry: For each supplier, please state the date of when the contract expires.
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.
8. Number of Agents; please provide me with the total number of contact centre agents;



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9. Number of Sites; please can you provide me with the number of sites the contact centre covers.
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
12. Number of email users: Approximate number of email users across the organisations.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
 2. Routing of calls
 3. Caller Identifier
 4. Caller Profile- linking caller details with caller records
 5. Interactive voice response (IVR)
- For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

We received your request on 21/11/2024 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds the requested information.

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

1. contact centre contract(s)
2. inbound network services contract (s)

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
 3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics
- This could be part of a whole package or separate service applications.

Please send me the following information for each provider:



- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. – **Disclosed, Softcat.**
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier – **Disclosed, £51,000.**
- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. – **Disclosed, 4 years.**
- 4. Contract Expiry: For each supplier, please state the date of when the contract expires. – **Disclosed, 31/03/2025**
- 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed. – **Disclosed, January 2025.**
- 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. – **Disclosed, Liberty handles the force's voicemail communications and line hunting.**
- 7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title. – **Partially disclosed, Head of DDaT Service and Operations, Digital Data and Technology.**
- 8. Number of Agents; please provide me with the total number of contact centre agents; - **Disclosed, approximately 200.**
- 9. Number of Sites; please can you provide me with the number of sites the contact centre covers. – **Disclosed, 2.**
- 10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? – **Disclosed, Netcall.**
- 11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? – **Disclosed, Exchange Online in a hybrid configuration.**
- 12. Number of email users: Approximate number of email users across the organisations. – **Disclosed, 5000.**

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?



- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. – **Disclosed, BT.**
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier – **Disclosed, £196,000.**
- 3. Contract Expiry: For each supplier, please state the date of when the contract expires. – **Disclosed, 29/11/2025 (original end date) with 2 periods of 12 month extension, the first one has been taken.**
- 4. Contract Review: For each supplier, please state the date of when the contract will be reviewed. – **Disclosed, 12 months before the contract ends.**
- 5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. – **Disclosed, Landlines.**
- 6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. – **Partially disclosed, Head of DDaT Service and Operations, Digital Data and Technology.**

The following exemption has been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for parts of this particular request.

- Section 40(2) Personal Information

Section 40(2) is an absolute exemption which means that there is no need to quantify the harm that may arise from the disclosure; neither is it subject to a public interest test.

To release personal or third-party information held by Staffordshire Police, would breach the data protection principles; namely –

- Data is lawfully and fairly processed.
- Processed in line with an individual's rights.
- Data is secure.

Personal and third-party information cannot be released under the Freedom of Information Act.

Disclosure under Freedom of Information is a release of information to the world in general and not an individual applicant.

Please note that this data has been provided to the best of our ability, subject to the limitation of current recording protocols and systems/software.

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the

terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

As a consequence, care should be taken in the interpretation and presentation of this data, so as to not misrepresent the whole or any part of the data disclosed.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:



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Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit