

3 December 2024

FOI Ref 17507

Request - You asked us the following:

Q.1 Can you please provide the year in which the Sopra Steria STORM CAD/C&C system support contract ends including any optional years within the current contract terms and conditions?

Q.2 Can you please provide the year in which the Sopra Steria STORM CAD/C&C system support contract ends including any optional years within the current contract terms and conditions?

Q.3 Can you please provide the name of the procurement framework (if applicable) that extensions for the Sopra Steria STORM CAD/C&C system are being processed?

Q.4 Does the force have any plans to replace or upgrade the existing Sopra Steria CAD/C&C system?

Q.5 For the last financial year, what is the total payment made to Sopra Steria Limited? And how much of the total was for support and maintenance of the STORM CAD/C&C system?

Q.6 How many users within the forces use the Sopra Steria STORM CAD/C&C system?

We received your request on 25/11/2024 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.

- Q.1 Can you please provide the year in which the Sopra Steria STORM CAD/C&C system support contract ends including any optional years within the current contract terms and conditions? - **Disclosed, the initial end date is 2027 with optional extensions for a total term of 7 years.**
- Q.2 Can you please provide the year in which the Sopra Steria STORM CAD/C&C system support contract ends including any optional years within the current contract terms and conditions? - **Disclosed, the initial end date is 2027 with optional extensions for a total term of 7 years.**
- Q.3 Can you please provide the name of the procurement framework (if applicable) that extensions for the Sopra Steria STORM CAD/C&C system are being processed? – **Withheld, please see the advice and assistance section below.**
- Q.4 Does the force have any plans to replace or upgrade the existing Sopra Steria CAD/C&C system? – **Disclosed, yes.**
- Q.5 For the last financial year, what is the total payment made to Sopra Steria Limited? And how much of the total was for support and maintenance of the STORM CAD/C&C system? – **Disclosed, £193,462.84.**

- Q.6 How many users within the forces use the Sopra Steria STORM CAD/C&C system? – **Disclosed, 3000.**

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 this particular request.

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

Section 21 is an absolute, class-based exemption and as such there is no requirement to quantify the harm that may arise from the disclosure, nor is there a requirement to perform a Public Interest Test.

Advice and assistance

In order to comply with our obligations under Section 16 of the Act, the obligation to provide advice and assistance, please find below links to the information requested.

- [Published items - 15905 | Staffordshire Police](#)

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



STAFFORDSHIRE
POLICE

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:

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