

13 June 2025

FOI Ref 21337

Request - You asked us the following:

I would like to make a request under the Freedom of Information Act 2000 for information regarding the police officer mobile app used by your service, as well as related technologies. To ensure I receive as comprehensive a response as possible, I kindly request the following details:

1. Supplier and Contract Information:
 - o The name of the current supplier for your police officer mobile app (e.g., Motorola Pronto, or others).
 - o The start and end dates of the contract.
 - o The total value of the contract, as well as the number of licenses currently in use.
 - o The annual contract value, if available.
 - o If the solution was sourced through another organisation (e.g., the council or a consortium), please provide details of that organisation.
2. Contractual and Procurement Details:
 - o A copy of the original technical specification and tender documents used in the procurement of the police officer mobile app.
 - o The names of any suppliers who bid for the contract, along with how they scored across each evaluation domain (e.g., quality, cost, and overall score).
 - o A summary of the procurement process used, including the weighting of different evaluation criteria.
3. Contact Information:
 - o The name, email address, and phone number of the system owner or key contact responsible for the police officer mobile app software within your service.
 - o The department in which the system owner is based.
4. Related Technology Systems:
 - o Please provide details of any additional technology systems integrated with or complementing your police officer mobile app, such as:
 - . Incident management systems
 - . Mobile communications platforms
 - . Vehicle tracking or telematics systems
 - . Command and control systems
 - . Mapping and Geographic Information Systems (GIS)
 - o For each system, please provide the supplier name, contract start and end dates, contract value, and renewal date.
5. Collaborative or Shared Procurement:

- o If your service participates in any shared or collaborative purchasing frameworks for technology (e.g., with other authorities or consortia), please provide details of these frameworks or partnerships, and the contracts awarded through them.

Given the scope of this request, if processing time becomes an issue, I have listed my request in priority order and would appreciate it if the contractual information related to the police officer app (Section 1) could be prioritised, please.

We received your request on 12/05/2025 and have processed this under the Freedom of Information Act (FOIA).

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

Staffordshire Police holds/does not hold the requested information.

1. Supplier and Contract Information:
 - The name of the current supplier for your police officer mobile app (e.g., Motorola Pronto, or others). – **Disclosed, Pronto.**
 - The start and end dates of the contract. – **Disclosed, 01/04/2023 – 31/03/2026.**
 - The total value of the contract, as well as the number of licenses currently in use. – **Partially disclosed, the total value is £1,732,056.00. The number of licences is withheld, please see below.**
 - The annual contract value, if available. – **Disclosed, £577,352.00**
 - If the solution was sourced through another organisation (e.g., the council or a consortium), please provide details of that organisation. – **Not applicable.**
2. Contractual and Procurement Details:
 - A copy of the original technical specification and tender documents used in the procurement of the police officer mobile app. – **No information held. The contract was renewed with Pronto as a direct award.**
 - The names of any suppliers who bid for the contract, along with how they scored across each evaluation domain (e.g., quality, cost, and overall score). – **Not applicable.**
 - A summary of the procurement process used, including the weighting of different evaluation criteria. – **Disclosed, Direct Award to Pronto through RM3821 Data and Applications Solutions Framework.**
3. Contact Information:
 - The name, email address, and phone number of the system owner or key contact responsible for the police officer mobile app software within your service. – **Withheld.**



- The department in which the system owner is based. – **Disclosed, Information Governance and Assurance.**
4. Related Technology Systems:
- Please provide details of any additional technology systems integrated with or complementing your police officer mobile app, such as:
 - . Incident management systems
 - . Mobile communications platforms
 - . Vehicle tracking or telematics systems
 - . Command and control systems
 - . Mapping and Geographic Information Systems (GIS) – **Disclosed, RMS – Niche, Socrates, Compact. Command and Control – STORM. GIS – Compact. National Systems: PNC, LEDS, PARS, INTERPOL, Pentip.**
 - For each system, please provide the supplier name, contract start and end dates, contract value, and renewal date. – **Disclosed, RMS – NICHE – 20/05/2024 – 19/05/2026 - £250,000.00.**
RMS – SOCRATES – 31/03/2023 – 30/03/2026 - £36,369.00.
RMS – COMPACT – 01/07/2024 – 30/06/2025 – cost bundled with other IT services - £127,691.54.
Command and control systems – STORM – 01/04/2024 – 31/03/2027 - £564,266.61.
Mapping and Geographic Information Systems (GIS) – COMPACT – 01/04/2025 – 31/03/2026 - £41,359.
5. Collaborative or Shared Procurement:
- If your service participates in any shared or collaborative purchasing frameworks for technology (e.g., with other authorities or consortia), please provide details of these frameworks or partnerships, and the contracts awarded through them. – **Disclosed, PNC - 01/07/2024 – 30/06/2025 cost bundled with other IT services - £127,691.54.**
LEDS - We use the software but are not contract owners, pay contribution annually.
PARS - We use the software but are not contract owners, pay contribution annually.
INTERPOL - We use the software but are not contract owners, pay contribution annually.
PENTIP - We use the software but are not contract owners, pay contribution annually.

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.

- **Section 43(2) Commercial Interests**

This is a prejudice based qualified exemption which means there is a requirement to provide evidence of harm and a public interest test needs to be considered.

Harm:

The information relating to the item pricing and specifications of Staffordshire Police contracts, if released into the public domain, would harm Staffordshire Police's negotiating position with regards to future contracts for equipment or services. There are commercially confidential clauses within the Pronto contracts which are not permitted to be shared to the wider public.

Public Interest Test

Factors favouring disclosure under Section 43(2)

Disclosure of the requested information would allow the public to be aware of how public funds are spent or allocated and thereby would provide transparency and accountability, showing that funds from the public purse are used appropriately and proportionally.

Factors favouring non-disclosure under Section 43(2)

Through disclosure of the requested information, Staffordshire Police would find that its negotiating position would be greatly impaired through the release of details that would not only likely be prejudicial to Staffordshire Police but also to the agencies/companies involved. Releasing this information would be expected to have a detrimental effect on their ability to be competitive in the future and would be exceedingly likely to deter further enterprises submitting offers for tender in the future. This then would impede Staffordshire Police obtaining the most competitive or appropriate services in the future and negatively impact upon the public purse.

Balance test

It is the responsibility of Staffordshire Police, when dealing with commercial businesses, to not only protect their commercial interest but also that of Staffordshire Police. Commercial interests must be protected so that the best possible value for money is obtained through open competition, both for businesses and Staffordshire Police. This would not be achieved if full details were to be made available to the market. Although the use of public funds must be open and transparent, Staffordshire Police is accountable for the money that it spends and utilises and if to release the information means the force is unable to negotiate future tendering and have the ability to secure value for money due to business relationships having been impaired, then this would not be in the public interest.

Having considered the public interest test factors, we are required to determine whether, on balance, the factors favouring disclosure outweigh those which are against disclosure. It is our view that the factors favouring disclosure do not outweigh those which favour withholding the details. Therefore, Staffordshire Police declines to provide the information for the reasons stated above.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

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.



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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