| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-0980Responded to: 28 April 2023 |
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Your recent request for information is replicated below, together with our response.

## 1. Please confirm which telephony system(s) you currently have in

## 2. place? example- Avaya/ Mitel/ Unify

There are a number of systems currently in place including Siemens, Avaya, Mitel, Cisco, MicroSoft.

## 3. When was the installation date of your telephony equipment?

There is not one specific system, with the majority of the 140+ systems having been installed more than 10 years ago. As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information you seek is not held by Police Scotland

## 4. Who maintains your telephony system(s)?

Capita and Maintel for traditional telephony and Integration equipment

Virgin Media Business for Cisco Telephony

## 5. Number of telephony users?

Approximately 24000

## 6. Please confirm value of the initial project and value of annual support/maintenance

## 7. services (in £)?

In response to this question, I would advise you that, in terms of Section 16 of the Freedom of Information (Scotland) Act 2002 I am refusing to provide you with the information sought.

Section 16 of the Act requires Police Service of Scotland to provide you with a notice which: (a) states that it holds the information, (b) states that it is claiming an exemption, (c) specifies the exemption in question and (d) states, if that would not be otherwise apparent, why the exemption applies.

I can confirm that Police Scotland holds the information that you have requested.

Where information is considered to be exempt, this letter serves as a Refusal Notice that information is held and an explanation of the appropriate exemption is provided.

**Section 33(1)(b) - Commercial Interests**

Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice substantially the commercial interests of any person.

By way of explanation, the information requested is a specific part of the contract details with Police Scotland and the service provider. As you may be aware the tendering process is open to competition and if utilised, companies are invited to submit their tender bid with details of the costs and processes they would use for the successful completion of the contract. As a result any company who submits a tender bid is required to give detailed information regarding the capabilities and financial ability of the company to complete a contract. Public disclosure of such information is likely to give competitive advantage to other similar companies and as a result would have a damaging impact on the company concerned.

**Public Interest Test**

Police Scotland is a publicly funded organisation and therefore the Service has an obligation to obtain best value for money with particular services. Further, in order to do this, it is essential to maintain working relationships with these companies that tender their services.

As such, Police Scotland will not disclose any information that would impact on the ability to do both. The public interest would not be served if it were no longer possible to engage

companies in a tender offer if they believed that conducting business with Police Scotland

would result in their confidential financial information being released.

## 8. When is your contract renewal date? (date/ month/ year)

There is no overall fixed contract with all services being purchased independently. All fixed line purchases historically have been purchased on an ‘as and when’ required basis and are generally purchased on an initial 12 month contract.

## 9. Please confirm the manufacturer of your Contact centre system(s) that are currently

## 10. in place?

## Avaya

## 11. **When was the installation date of your contact centre infrastructure?**

In response to this question, I would advise you that, in terms of Section 16 of the Freedom of Information (Scotland) Act 2002 I am refusing to provide you with the information sought.

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companies in a tender offer if they believed that conducting business with Police Scotland

would result in their confidential financial information being released.

## 12. Who maintains your contact centre system(s)?

Capita

## 13. Number of contact centre users?

There are 475.72 FTE service advisors

## 14. Please confirm value of the initial project and value of annual support/maintenance

## 15. services (in £)?

Please refer to our response to Q6.

## 16. When is your contract renewal date? (date/ month/ year)

In response to this question, I would advise you that, in terms of Section 16 of the Freedom of Information (Scotland) Act 2002 I am refusing to provide you with the information sought.

Section 16 of the Act requires Police Service of Scotland to provide you with a notice which: (a) states that it holds the information, (b) states that it is claiming an exemption, (c) specifies the exemption in question and (d) states, if that would not be otherwise apparent, why the exemption applies.

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As such, Police Scotland will not disclose any information that would impact on the ability to do both. The public interest would not be served if it were no longer possible to engage

companies in a tender offer if they believed that conducting business with Police Scotland

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## 17. Do you use Unified Communications or Collaboration tools such as Microsoft Teams/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Microsoft Teams

Cisco Webex

## 18. What is the go-to market- How are the above technologies/ services procured?

Following best practice from Procurement Department, market engagement with full tender process or appropriate framework.

As such, in terms of Section 16 of the Freedom of Information (Scotland) Act 2002, I am refusing to provide you with the information sought. Section 16 requires Police Scotland when refusing to provide such information because it is exempt, to provide you with a notice which:

(a) states that it holds the information,

(b) states that it is claiming an exemption,

(c) specifies the exemption in question and

(d) states, if that would not be otherwise apparent, why the exemption applies.

I can confirm that Police Scotland holds the information that you have requested and the exemption that I consider to be applicable is set out at Section 25(1) of the Act - information otherwise accessible:

*“Information which the applicant can reasonably obtain other than by requesting it under Section 1(1) is exempt information”*

**Section 25(1) – Information otherwise accessible**

Please see the link below to Scottish Police Authority’s Public Contracts Register.

This is an absolute exemption and does not require consideration of the public interest test.

[publiccontractsscotland.gov.uk](https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_Search.aspx?AuthID=AA19762)

For further information please see the link below to Police Scotland’s Annual Procurement Report 2019-20.

[scotland.police.procurement](https://www.scotland.police.uk/about-us/procurement)

## 19. Who is responsible for Telephony, contact centre and the command & control centre?

Digital Division is responsible for the Telephony & Application maintenance.

Contact, Command and Control Division is responsible for the Control Centre.

## 20. Which system do you have for your command-and-control centre?

Avaya

## 21. Who maintains this for you?

As above for telephony

## 22. How many users do you have?

There are 475.72 FTE service advisors

## 23. What was the initial project cost and the annual support/ maintenance service? .

## 24. When is the contract renewal date? (date/ month/ year)

There was no single project covering all these services. As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information you seek is not held by Police Scotland

## 25. Which system do you have for your call recording system?

NICE

Redbox

## 26. Who maintains this for you?

## NICE – Capita & SVL

## Redbox – Redbox Recorders Ltd

**27. How many users do you have?**

Up to 24000

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by email or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by email or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.