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Our Ref: IM-FOI-2022-2551
Date: 22nd December 2022



FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your recent request for information which has been handled in accordance with the Freedom of Information (Scotland) Act 2002.

For ease of reference, your request is replicated below together with the response.

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.**

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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;

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

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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.

From your request above I understand that you are asking the 12 questions posed in regards to a contract held for providing contact centre/call centre services for Police Scotland.

I can confirm that Police Scotland do not contact out contact centre/call centre services and these are dealt with in house. Whilst elements of your questions go on to ask how many sites we have and what systems we use, they are all based on the premise of "Please send me the following information for each provider". As we have no provider, I must advise that in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

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)**

As the heading of your email is "Request for Information - Contact Centre" I have interpreted the second part of your request to mean which of these services are in use in regards to our call/contact centre.

For 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:** the annual average (over 3 years) spends for each supplier
- 3. Contract Expiry:** the date of when the contract expires.
- 4. Contract Review:** the date of when the contract will be reviewed.
- 5. Contract Description:** a brief description of the services provided of the overall contract.
- 6. Contact Details:** 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.

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In response to your request, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

By way of explanation, we do not have a supplier who specifically provides these services for our contact/call centre. These elements are provided via a number of contracts across the wider Force. Whilst efforts have been made to separate this information it has been determined that there is no easy way to do this and each element would have to be examined in fine detail to see if the question could be answered. It has been determined that this fine level analysis would take a large amount of time to complete.

Police Scotland have assessed that the £600 cost limit within the Act equates to 40 hours of work and so this part of your request would breach the cost threshold.

I would also note that even if the analysis could be completed within the cost limits set out in the Act, it is unclear whether information will be held at such a level to answer your request.

You may wish to consider asking for this information in regards to force wide contacts rather than specifically in regards to our contact centres.

Should you require any further assistance please contact Information Management quoting the reference number given.

If you are dissatisfied with the way in which Police Scotland has dealt with your request, you are entitled, in the first instance, to request a review of our actions and decisions.

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to foi@scotland.police.uk or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision. You can apply [online](#), by email to enquiries@itspublicknowledge.info or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Office of the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Police Scotland Freedom of Information [Disclosure Log](#) in seven days' time.