

## **REQUEST**

### **Telephony -**

**Q1 .Can you please provide the contract start and renewal date for the forces current corporate telephony system(s) within the contract(s)?**

01/01/20 – 31/12/22

**Q1.a - If a separate telephony system is used to receive non-emergency and/or 999 calls within the forces control rooms, can you also please provide contract start and renewal dates for this system also?**

See answer within Question 1.

**Q1.b Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?**

Options to extend by 2 x 12 months

**Q1.c Can you please provide annual support prices paid for each telephony system contract?**

£270k

**Q1.d Can you please provide the suppliers name(s) of each telephony system contract?**

Maintel Europe Ltd

**Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?**

See Q1.b

### **Command and Control**

**Q2 Can you please provide the contract start and renewal date for the forces current command and control system used for incident management and Police resource deployment?**

01/01/18 – 30/06/29

**Q2.a Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?**

See Question 2

**Q2.b Can you please provide annual support prices paid for the command and control system contract?**

£1m

**Q2.c Can you please provide the suppliers name for the current command and control system contract?**

SCC sub-contracted to Capita Secure Information Systems

**Integrated Communications and Control System (ICCS)**

**Q3 Can you please provide the contract start and renewal date for the forces ICCS?**

01/06/04 – 30/11/21

**Q3.a Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?**

None

**Q3.b Can you please provide annual support prices paid for the ICCS contract?**

£400k

**Q3.c Can you please provide the suppliers name for the current ICCS contract?**

Capita Secure Information Solutions

**Q3.d Has the force already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?**

N/A

**Records Management System (RMS)**

**Q4 Can you please provide the contract start and renewal date for the forces RMS?**

N/A

**Q4.a Can you please indicate what options there are for extending the existing RMS contract beyond the renewal date?**

N/A

**Q4.b Can you please provide annual support prices paid for the RMS contract?**

N/A

**Q4.c Can you please provide the suppliers name for the current RMS contract?**

N/A

**Contact Management System (CRM system)**

**Q5 Can you please provide the contract start and renewal date for the forces Contact Management System used to record contact from members of the public with the forces control rooms?**

N/A. We do not specifically employ. The closest application would be our Command and Control functionality (see Q2)

**Q5.a Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date?**

N/A

**Q5.b Can you please provide annual support prices paid for the Contact Management System contract?**

N/A

**Q5.c Can you please provide the suppliers name for the current Contact Management System contract?**

N/A

**Geographic Information system (GIS)**

**Q6 Can you please provide the contract start and renewal date for the forces GIS System used within the forces control rooms for incident/contact management?**

N/A but functionality is captured as part of our Command and Control system (see Q2)

**Q6.a Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date?**

N/A

**Q6.b Can you please provide annual support prices paid for the GIS contract?**

N/A

**Q6.c Can you please provide the suppliers name for the current GIS contract?**

N/A

**Gazetteer System**

**Q7 Can you please provide the contract start and renewal date for the forces Gazetteer System used within the forces control rooms for address verification of incidents and contacts?**

This forms part of the Command and Control Contract – see Q2

**Q7.a Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date?**

**Q7.b Can you please provide annual support prices paid for the Gazetteer System contract?**

This forms part of the Command and Control Contract – see Q2

**Q7.c Can you please provide the suppliers name for the current Gazetteer System contract?**

This forms part of the Command and Control Contract – see Q2

**Force Control Rooms**

**Q8 For each of the Force's Control Rooms, please provide the following information:**

**Q8.a.Address (including postcode)**

This information is exempt by virtue of the following exemptions

Section 31 (1) (a) (b) (Law enforcement)

**Q8.b. Whether the control room is:**

**i. - always operationally manned (i.e. 24/7)**

This information is exempt by virtue of the following exemptions

Section 31 (1) (a) (b) (Law enforcement)

**ii. - Only operationally manned during major incidents (i.e. Gold Comma**

This information is exempt by virtue of the following exemptions

Section 31 (1) (a) (b) (Law enforcement)

**iii. - Only operationally manned when a live control room is evacuated ie;- (Fallback)**

This information is exempt by virtue of the following exemptions

Section 31 (1) (a) (b) (Law enforcement)

**Q8.C. Whether the control room is used to routinely:**

**i. - answer non-emergency calls (i.e. general enquiry call centre)**

Yes

**ii. - Answer emergency calls (i.e. 999 call takers)**

Yes

**iii. -Dispatch officers and manage the responses to incidents (i.e. dispatcher.**

Yes

**Q8.d. Can you please provide a breakdown of the number of client workstation used within each control room for:**

**i. answer non-emergency calls (i.e. general enquiry call centre)**

This information is exempt by virtue of the following exemptions

Section 31 (1) (a) (b) (Law enforcement)

**ii. - Answer emergency calls (i.e. 999 call take**

This information is exempt by virtue of the following exemptions

Section 31 (1) (a) (b) (Law enforcement)

**iii - Dispatch officers and manage the responses to incidents (i.e. dispatcher.**

This information is exempt by virtue of the following exemptions

Section 31 (1) (a) (b) (Law enforcement)

**Q8.e. Can you please provide the number of command and control clients that are Browser based (if applicable)?**

See answer within part F.

**Q8.f. Can you please provide the number of command and control mobile data Clients that are in use, either via a browser based application and/or APP Installed on mobile device?**

Everyone within the force will have some level of access to this system , by desk top , mobile device or laptop . However this access is dependent on their role, for example some colleagues would need to update and log information , some colleagues would only need view only access .