

**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)**

**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.**

Maintel Ltd - Support and Maintenance  
VirginmediaO2 – Inbound/Outbound Lines  
SSS – Command and Control System

- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

Maintel - £269,324.00  
Virgin Media - £82,430.00  
SSS - £2,803,977

- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**

Maintel – 4 Years  
Virgin Media – 5 Years  
SSS – 10 years

- 4. Contract Expiry: For each supplier, please state the date of when the contract expires.**

Maintel – Expires 31/12/2024  
Virgin Media - Expires 31/12/2024  
SSS – Expires April 2027

- 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

Maintel – January 2024  
Virgin Media – December 2023  
SSS – April 2026

- 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Maintel – Telephony Support and Maintenance  
Virgin Media – Incoming / Outgoing Calls  
SSS – Command and Control System

- 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.**

Networks Team Manager, Service Management, IT&Digital  
Contact details: <https://www.west-midlands.police.uk/contact-us>

**8. Number of Agents; please provide me with the total number of contact centre agents;**

250 concurrent agent licenses

**9. Number of Sites; please can you provide me with the number of sites the contact centre covers.**

7

**10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**

Avaya

**11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**

No - Exchange Online and 2013

**12. Number of email users: Approximate number of email users across the organisations.**

12,000

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**

**I. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

WMP do not use any of the above non-geographic numbers. WMP utilise the national 101 number.

**II. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

N/A as above

**III. Contract Expiry: For each supplier, please state the date of when the contract expires.**

N/A as above

**IV. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

N/A as above

**V. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

N/A as above

**VI. 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.**

N/A as above

**2. Routing of calls**

**I. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

British Telecom  
Vodafone  
VirginmediaO2

**II. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

BT - £102,960.10  
Vodafone - £70,175.10  
VirginmediaO2 - £82,430.00

**III. Contract Expiry: For each supplier, please state the date of when the contract expires.**

BT - 31/12/2024  
Vodafone - 31/03/2025  
VirginmediaO2 - 31/12/2026

**IV. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

No review date set

**V. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

BT - Call routing, inbound call services  
Vodafone - Call routing, inbound call services  
VirginmediaO2 - Call routing, inbound call services

**VI. 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.**

Networks Team Manager, Service Management, IT&Digital  
Contact details: <https://www.west-midlands.police.uk/contact-us>

**3. Caller Identifier**

**I. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

**II. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

- III. Contract Expiry:** For each supplier, please state the date of when the contract expires.
- IV. Contract Review:** For each supplier, please state the date of when the contract will be reviewed.
- V. Contract Description:** For each supplier, please state a brief description of the services provided of the overall contract.
- VI. 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.

If this question refers to the calling line identity from each telecom company then the answers are above as per question 2.

**4. Caller Profile- linking caller details with caller records**

- I. Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.

SSS Public Safety Ltd

- II. Annual Average Spend:** For each supplier, please state the annual average (over 3 years) spend for each supplier

£330,000.00

- III. Contract Expiry:** For each supplier, please state the date of when the contract expires.

30/06/2029

- IV. Contract Review:** For each supplier, please state the date of when the contract will be reviewed.

No review date set

- V. Contract Description:** For each supplier, please state a brief description of the services provided of the overall contract.

Support and maintenance of the Command and Control system

- VI. 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.

Networks Team Manager, Service Management, IT&Digital  
Contact details: <https://www.west-midlands.police.uk/contact-us>

**5. Interactive voice response (IVR)**

- I. Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.

Maintel

**II. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

£244,180.13

**III. Contract Expiry: For each supplier, please state the date of when the contract expires.**

31/12/2024

**IV. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

No review date set

**V. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Support and Maintenance of the WMP Telephony estate

**VI. 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.**

Networks Team Manager, Service Management, IT&Digital  
Contact details: <https://www.west-midlands.police.uk/contact-us>