



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2023-01213

**Keyword:** Organisational Information Procurement, Contracts and Contractors

**Subject:** Contracts and Systems

### Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act we can confirm that the Police Service of Northern Ireland does hold some information to which your request relates and this is being provided to you. We further consider the information you seek in request number 11, 12 and 19 is exempt by virtue of section 21 and 43 of FOIA and have detailed our rationale as to why this exemption applies. We have also provided you with links to guidance issued by the Information Commissioner's Office which we have followed in responding to your request.

### Request 1

Please confirm which telephony system(s) you currently have in place? Example- Avaya/ Mitel/ Unify

### Answer

PSNI's IP Telephone system is supplied by British Telecommunications (BT) through the Public Sector Shared Network Project (PSSN).

### Request 2

When was the installation date of your telephony equipment?

### Answer

We can confirm that the Police Service of Northern Ireland (PSNI) does not hold information in relation to your requests. Enquiries made in relation to your request failed to locate any records or documents relevant to your request based on the information you have provided.

The installation date is BT owned, IP switching within their core on their sites which PSNI do not have access to. However, we can advise the contract is from 2019.

Accordingly, we have determined that the Police Service of Northern Ireland does not hold the information to which you seek access.

### Request 3

Who maintains your telephony system(s)?

### Answer

Our telephony system is maintained by BT.

**Request 4**

Number of telephony users?

**Answer**

PSNI currently have a total of 6,500 telephone users.

**Request 5**

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

**Answer**

Value of the project and annual support/maintenance services is £25,000.

**Request 6**

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

**Answer**

Current contract renewal date is 30<sup>th</sup> September 2028.

**Request 7**

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

**Answer**

Currently, PSNI are using the manufacturer CISCO.

**Request 8**

When was the installation date of your contact centre infrastructure?

**Answer**

We can confirm that the Police Service of Northern Ireland (PSNI) does not hold information in relation to your requests. Enquiries made in relation to your request failed to locate any records or documents relevant to your request based on the information you have provided.

The installation date is BT owned, IP switching within their core on their sites which PSNI do not have access to. However, we can advise it was in excess of 10 years.

Accordingly, we have determined that the Police Service of Northern Ireland does not hold the information to which you seek access.

**Request 9**

Who maintains your contact centre system(s)?

**Answer**

BT maintains our contact centre systems.

**Request 10**

Number of contact centre users?

**Answer**

PSNI currently have a total of 450 contact centre users.

**Request 11**

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

**Request 12**

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

## **Answer 11&12**

Please note that for your information, the ICO Guidelines state, “ A Public Authority is not obliged to search for, or compile **some** of the requested information before refusing a request that it estimates will exceed the appropriate limit ...” Therefore, PSNI is not obliged to search up to the appropriate limit.

Your request for information has now been considered and we are not obliged to supply the information you have requested.

Section 17(1) of the Freedom of Information Act 2000 requires the Police Service of Northern Ireland, when refusing to provide such information (because the information is exempt) to provide the applicant with a notice which:

- (a) states the fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies.

The following exemption has been applied:

## **Section 21 - Information Reasonably Accessible by Other Means**

The information you request may be located under below link:

[NI public sector shared network | Department of Finance \(finance-ni.gov.uk\)](#)

## **Request 13**

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

## **Answer**

Under BT management we use CISCO UC system.

## **Request 14**

What is the go-to market- how are the above technologies/ services procured?

## **Answer**

This falls under IT Assist PSSN Contract.

## **Request 15**

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

## **Answer**

BT is responsible for telephony, contact centre and the command and control centre.

## **Request 16**

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

## **Answer**

PSNI are using ControlWorks system.

## **Request 17**

Who maintains this for you?

## **Answer**

SSS Public Safety (formerly Capita SIS).

## **Request 18**

How many users do you have?

### **Answer**

It is impossible to answer this question as it is not specific enough due to the many different avenues of the application. Average usage estimate around 500 current users.

## **Request 19**

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

### **Answer**

Section 17(1) of the Freedom of Information Act 2000 requires the Police Service of Northern Ireland, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which:

- (a) states that fact,
- (b) specifies the exemption in question and
- (c) states (if not otherwise apparent) why the exemption applies.

The exemption, as well as the factors the Department considered when deciding where the public interest lies, are listed below:

**Section 43(2) – Commercial Interests** – Information would or would be likely to prejudice commercial interests of any person, including the public authority holding it.

The full text of exemptions can be found at [www.legislation.gov.uk](http://www.legislation.gov.uk) and further guidance on how they operate can be located on the Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk).

### **Harm**

Disclosure of information relating to the security of the police estate or those who work within it could pose a security risk, if released into the public domain. Release of information under FOI is considered a release to the world in general, not just to the individual requesting the information. PSNI will not release information to the public which could place its staff or infrastructure at risk, or could be of use to those intent on causing harm. Additionally, disclosure of contractual information could disadvantage a company and weaken their ability to tender for future contracts in a competitive market, impacting on future business revenue.

#### Factors Favouring Release - S43(2)

Release of this information would facilitate the accountability and transparency of public authorities in the spending of public money. There is a keen public interest in how public authorities spend taxpayers' money and that value for money is achieved.

#### Factors Favouring Retention - S43(2)

Disclosure of contract details could disadvantage a company and weaken their ability to tender for future contracts in a competitive market, impacting on future business revenue. To disclose commercially sensitive information could diminish confidence in the integrity of the public tendering process thus discouraging companies from competing in public sector tenders. A consequence of this would be to reduce the ability of public authorities to obtain value for money in procurement.

### **Decision**

Whilst accountability surrounding the use of public funds is always a strong argument in favour of releasing information, disclosure would be likely to harm the process of future tenders and prejudice the commercial interests of PSNI and the company concerned. A release under Freedom of Information is considered a release into the public domain and therefore a release to potential competitors. In addition, the impact on PSNI's law enforcement capability and the safety of officers and staff outweighs the public interest to disclose the information.

**Request 20**

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

**Answer**

Effective contract renewal date was 20th December 2017 with 84 months initial term plus optional extensions of 60, 36, and 24 months.

**Request 21**

Which system do you have for your call recording system?

**Answer**

We are using NICE system for call recording.

**Request 22**

Who maintains this for you?

**Answer**

Maintaining of our call recording system is under BT contract.

**Request 23**

How many users do you have?

**Answer**

Currently, we have around 500 users.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Corporate Information Branch, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Corporate Information Manager, Corporate Information Branch, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [foi@psni.police.uk](mailto:foi@psni.police.uk).

If, following an Internal Review carried out by an independent decision maker, you remain unhappy about how your request has been handled you have the right to apply in writing to the Information Commissioner, under Section 50 of the Freedom of Information Act, at 'Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. There are a number of other platforms you can use to contact the ICO and these can be found on the ICO's website at the following link: [Make a complaint | ICO \(https://ico.org.uk/make-a-complaint/\)](https://ico.org.uk/make-a-complaint/).

In most circumstances, the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out however, the Commissioner has the option to investigate the matter at their discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psnipolice.uk](http://www.psnipolice.uk)

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.