



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date 19th April 2023

Our ref **FOI 2023/416**

Dear ****,

I write in connection with your request for information dated 11th April 2023 concerning Telephony system.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the Network & Telephony Operations Manager at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote/Our Response:

1. Please confirm which telephony system(s) you currently have in place? example-Avaya/ Mitel/ Unify - **Microsoft Teams Telephony & Avaya**
2. When was the installation date of your telephony equipment? **MS Teams – 2021, Avaya - 2022**
3. Who maintains your telephony system(s)? **In house ICT dept**
4. Number of telephony users? **2000**
5. Please confirm value of the initial project and value of annual support/maintenance services (in £)? **Unknown initial project cost – Teams embedded in Microsoft enterprise agreement, Avaya project – support £115k p.a**
6. When is your contract renewal date? (date/ month/ year) **Avaya 2025, MS teams unknown**
7. Please confirm the manufacturer of your Contact centre system(s) that are currently Proud to serve and protect our communities

8. in place? **Avaya**
9. When was the installation date of your contact centre infrastructure? **Sept 2022**
10. Who maintains your contact centre system(s)? **In house IT dept with support from BT**
11. Number of contact centre users? **200**
12. Please confirm value of the initial project and value of annual support/maintenance services (in £)? **See Q5**
13. When is your contract renewal date? (date/ month/ year) **2025**
14. Do you use Unified Communications or Collaboration tools such as Microsoft Teams/ Cisco/Avaya/Mitel? **Yes** If yes, what tools are you currently using? **MS Teams**
15. What is the go-to market- How are the above technologies/ services procured? **Government procurement frameworks**
16. Who is responsible for Telephony, contact centre and the command & control centre? **Justin Buszard – Network & Telephony Operations Manager**
17. Which system do you have for your command-and-control centre? **Cortex**
18. Who maintains this for you? **NEC**
19. How many users do you have? **200**
20. What was the initial project cost and the annual support/ maintenance service? **Unknown initial project cost support £151,000 p.a.**
21. When is the contract renewal date? (date/ month/ year) **June 2023**
22. Which system do you have for your call recording system? **Nice**
23. Who maintains this for you? **IT dept with support from BT**
24. How many users do you have? **200**

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely

Force Disclosure Decision Maker

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Wiltshire Police offers a re-examination of your case under its review procedure.

Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the

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intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>