

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: July 31, 2026

Our ref: FOI 2026/374

Reply contact name:

Dear,

I write in connection with your request for information dated 27th April 2026.

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.

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

You Wrote:

in relation to your organisation's Computer Aided Dispatch (CAD), control room systems, and associated contracts.

1. Current Systems and Suppliers

Please confirm:

- Current CAD (Computer Aided Dispatch) system supplier and system name
- Current ICCS / control room system supplier and system name
- Any Mobile Data Terminal (MDT) solution provider and system name
- Any key integration providers or middleware platforms

2. Contract Information

For each system above, please provide:

- Contract award date
- Contract duration
- Contract expiry date (including any extensions)
- Total contract value (where available)
- Procurement route used (e.g. framework (including which one), Find a Tender, direct award)

3. Procurement and Tender Documentation

Where available, please provide:

- Contract award notices

- Tender documentation (including but not limited to specification and Invitation to Tender)
- Any publicly available procurement materials

Where this information is already publicly available, links or references are acceptable in place of full documents.

4. Contract Changes and Extensions

Please provide details of:

- Any contract extensions, variations, or renegotiations
- Updated contract end dates
- Nature of changes (e.g. scope, pricing, service model)

5. Procurement Planning and Future Intent

Please confirm:

- Whether there are plans to re-procure any of the above systems
- Expected timeframe (if known)
- Any pre-market engagement activity undertaken or planned

6. Supplier Performance and KPIs

Please provide:

- Any Key Performance Indicators (KPIs) defined for the contract
- Summary of supplier performance against KPIs
- Any:
 - o Performance reports
 - o Service review documents
 - o Improvement or remediation plans

Aggregated or summary information is acceptable where detailed reports are not readily available.

7. Service Delivery and Operational Context

Please confirm:

- Whether the system is:
 - o Managed internally
 - o Delivered as a managed service
- Any significant:
 - o Transformation programmes
 - o Planned upgrades or replacement programmes
 - o 8. Governance and Oversight

8. Please provide (where available):

- Any internal reports or governance papers relating to:
 - o System performance
 - o Contract issues
 - o Major decisions relating to the system

Response:

On reviewing the original Freedom of Information request, the response provided and the request for an Internal Review, I uphold the original exemption used for Question Six.

To clarify, I liaised with our Procurement Department who confirmed that there is no way to automatically gather the information for this Question. This is as the contract is a long-

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standing piece with much of the older work being paper based. These would have to be manually searched and reviewed to see if they related to this Question.

Due to this, to ascertain this information for this Question would exceed the 18 hour work limit to locate, retrieve and extract the data and therefore, Section 12 applies. Please also note that when one part of a Freedom of Information request is exempt via Section 12, then the whole request becomes exempt.

Furthermore, I also note that nearly all of the original request was answered via a gesture of goodwill.

Ordinarily under our Section 16 obligation to provide advice and assistance, I would advise you of a way in which to refine your request. However, due to the difficulties as outlined above, and because you have already been provided with most of the requested information anyway, I cannot think of a way in which this could be achieved.

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

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 Fol 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 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:

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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/>