



## LETTER SENT BY E-MAIL ONLY

24 May 2023

2023-24-013

### Freedom of Information (Scotland) Act 2002

#### Request

Please find below our response to your correspondence dated 23 May, in which you made the following request under the Freedom of Information (Scotland) Act 2002:

Telephony:-

- 1a. ISDN Lines?– Supplier, quantity (lines), contractual position.
- 1b. PSTN Lines – Supplier, quantity (lines), contractual position.
- 1c. SIP Channels - Supplier, quantity (channels), contractual position.
- 1d. PBX (phone system) Make & Model (eg Avaya, Cisco, Mitel), contractual position.
- 1e. Who maintains your PBX (phone system)
- 1f. Do you have inbound non-geo phone numbers (eg 0845, 0330). Supplier, quantity (phone numbers), contractual position.
- 1f. Do you use Unified Communications or Collaboration tools , if so which ones? Supplier, quantity (users), contractual position.

Contact Centre

- 2a. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
- 2c. When is your contract renewal date?
- 2d. Who maintains your contact centre system(s)?
- 2g. How many contact centre agents do you have?
- 2i. Do you use a CRM in the contact centre? What platform is used?
- 2j. Do you use a knowledge base/knowledge management platform? What platform is used?

### Microsoft Telephony:-

- 3a. Are you considering or on interested in Microsoft Telephony (eg Calling Plans, Direct Routing, Operator connect).
- 3b. Do you use Microsoft Telephony (eg Calling Plans, Direct Routing, Operator connect). Quantity (users), contract expiry.
- 3c. What Microsoft Office Licencing do you have eg E3, E5. Supplier, quantity (phone numbers), contractual position.

### Connectivity and Network Services

- 4a. Who provides your WAN and internet connectivity and the annual spend on each.
- 4b. Have you , or do you plan to deploy SD Wan services.
- 4c. Please confirm who provides your LAN, WIFI. Manufacturer, supplier, and maintainer.

## **Response**

Your request for information has been considered and the Scottish Police Authority is able to provide the following.

The Scottish Police Authority does not hold the information you have requested. Therefore, this represents a notice in terms of Section 17 of the Freedom of Information (Scotland) Act 2002 - Information not held.

Although the Scottish Police Authority is the named Contracting Authority for all Authority and Police Scotland procurement, the procurement function to put in place such contracts is performed by Police Scotland.

Information may be available by contacting Police Scotland. Detail on how to make a request is available at –

[Freedom of Information - Police Scotland](#)

Also of interest may be the regulated contract register which is publicly available on Public Contract Scotland. This provides details of live regulated contracts over the value of £50,000 -

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_AuthProfile.aspx?ID=AA19762](https://www.publiccontractsscotland.gov.uk/Search/Search_AuthProfile.aspx?ID=AA19762)

Information is also available in the most recent Annual Procurement Report 2021-22 – [Procurement - Police Scotland](#)

## **Right to Review**

If you are dissatisfied with the way in which your request has been dealt with you are entitled, in the first instance, to request a review of our actions and decisions


Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to [foi@spa.police.uk](mailto:foi@spa.police.uk) or by post to Corporate Management Team, Scottish Police Authority, 1 Pacific Quay, Glasgow, G51 1DZ.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision.

You can apply [online](#), by email to [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info) or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Scottish Police Authority Freedom of Information [Disclosure Log](#) in seven days' time.

A large, stylized graphic of the Scottish Saltire flag is positioned in the lower right quadrant of the page. The flag consists of a white saltire (X-shaped cross) on a light blue field, with the four quadrants of the field being a slightly darker shade of blue. The graphic is semi-transparent and overlaps with the text area.