



LETTER SENT BY E-MAIL ONLY

20 January 2023

2023-006

Freedom of Information (Scotland) Act 2002

Request

Please find below our response to your correspondence dated 19 January, in which you made the following request under the Freedom of Information (Scotland) Act 2002:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)
2. Existing Supplier: If there is more than one supplier, please split each contract up individually.
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.

9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider.

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1. Number of telephone Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
4. Contact Detail: Of the person from with the organisation responsible for telephone
5. maintenance full Contact details including full name, job title, direct contact number and direct email address.

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.

If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract?

Response

Your request for information has been considered and the Scottish Police Authority (SPA) 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 for both is performed by Police Scotland.

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

[Freedom of Information - Police Scotland](#)

You may also wish to refer to Police Scotland's Disclosure Log –

<https://www.scotland.police.uk/search/?query=telephone+contract>

A regulated contract register is also publicly available on Public Contract Scotland. This provides details of live regulated contracts over the value of £50k –

https://www.publiccontractsscotland.gov.uk/Search/Search_AuthProfile.aspx?ID=AA19762

Further information is also available in Police Scotland's Annual Procurement Report 2021-22 –

<https://www.scotland.police.uk/spa-media/15nlemku/procurement-annual-report-2021-2022.docx>

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 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 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.

