| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-2997Responded to: xx December 2024 |
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Your recent request for information is replicated below, together with our response.

**I wish to submit to the organisation a freedom of information request relating to the organisation’s ICT contracts, specifically around:**

* **contact centre contract(s)**
* **inbound network services contract (s)**

**The first part of my request relates to contact centre service contracts which could relate to one of the following:**

**1.       Advanced call distribution to control the flow of calls and maximise customer experience**

**2.       Email, website live chat and integrations with popular social media apps like Facebook and Instagram**

**3.       Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

**This could be part of a whole package or separate service applications.Please send me the following information for each provider:**

1. **Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**
2. **Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**
3. **Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**
4. **Contract Expiry: For each supplier, please state the date of when the contract expires.**
5. **Contract Review: For each supplier, please state the date of when the contract will be reviewed.**
6. **Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**
7. **Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.**
8. **Number of Agents; please provide me with the total number of contact centre agents;**
9. **Number of Sites; please can you provide me with the number of sites the contact centre covers.**
10. **Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**
11. **Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**
12. **Number of email users: Approximate number of email users across the organisations.**

From the wording of the request above we have interpreted the questions posed to be with regard to any contract held for providing contact centre/call centre services for Police Scotland.

I can confirm that Police Scotland do not contract out contact centre/call centre services and these are dealt with ‘in house’.

Whilst elements of your questions go on to ask how many sites we have and what systems we use, they are all based on the premise of “Please send me the following information for each provider”.

As we have no provider, I must advise that in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

**The second part of my request relates to the use inbound network services contracts which could relate to one of the following:**

**1.            0800, 0845, 0870, 0844, 0300 number**

**2.            Routing of calls**

**3.            Caller Identifier**

**4.            Caller Profile- linking caller details with caller records**

**5.            Interactive voice response (IVR)**

**For a contract relating to the above please can you provide me with?**

1. **Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**
2. **Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**
3. **Contract Expiry: For each supplier, please state the date of when the contract expires.**
4. **Contract Review: For each supplier, please state the date of when the contract will be reviewed.**
5. **Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**
6. **Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.**

As the heading of your email is “Contact Centre” I have interpreted the second part of your request to reference information regarding services relating to our call/contact centre.

On that basis I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

By way of explanation, we do not have a supplier who specifically provides these services for our contact/call centre. These elements are provided via a number of contracts across the wider service. Whilst efforts have been made to separate this information it has been determined that there is no easy way to do this and each element would have to be examined in fine detail to see if the question could be answered. It has been determined that this fine level analysis would take a large amount of time to complete.

Police Scotland have assessed that the £600 cost limit within the Act equates to 40 hours of work and so this part of your request would breach the cost threshold.

I would also note that even if the analysis could be completed within the cost limits set out in the Act, it is unclear whether information will be held at such a level to answer your request. With this in mind, such information may be achievable if it were asked with regard to our force wide contacts rather than just our contact centres.

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by email or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by email or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.