| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2037  Responded to: 18 September 2023 |
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Your recent request for information is replicated below, together with our response.

**Information Required:**

## Incumbent Supplier: Please can you provide names of the current supplier(s) for the following contracts

## where applicable:

## Command and Control

## CRM (Contact Management)

## Radio (ICCS)

## Telephony

## GIS (Mapping)

## 2. Contract Duration: Please state the contract duration including the start date for each of the systems

## contracted in Question 1.

## 3. Contract Expiry: Please state the date when the contract expires for each of the systems contracted in

## Question 1. Please also include any options for contract extensions.

## 4. Contract Review: Please state the date of when each of the systems contracted in Question 1 will be

## reviewed.

In response to these questions please see the tables below.

|  | **Command and Control** | **CRM (Contact Management)** | **Radio (ICCS)** | **Radio (ICCS)** | **Radio (ICCS)** |
| --- | --- | --- | --- | --- | --- |
| **Supplier Name** | Sopra Steria | NEC Software Solutions | Frequentis | NEC Software Solutions | Capita |
| **Contract Duration** | 11 Years | Up to 3 years | 5 Years with Extensions up to 10 Years | 18 Months | Up to 38 Months |
| **Contract Start Date** | 01/04/2017 | 01/04/2023 | 01/03/2019 | 01/11/2021 | 01/04/2021 |
| **Contract Expiry Date** | 31/03/2024 | 31/03/2025 | 28/02/2024 | 30/06/2023 | 31/12/2023 |
| **Optional Extension End Date** | 31/03/2028 | 31/03/2026 | 28/02/2029 | This contract is currently on a rolling basis. | 30/06/2024 |
| **Contract Review Date** | Annually - 12 month Prior to each Extension | 12 Months Prior to Extension | Annually - 12 month Prior to each Extension | N/A | N/A |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Telephony** | **Telephony** | **Telephony** | **GIS (Mapping) - ESRI** |
| **Supplier Name** | PABX Support and Maintenance with Maintel Europe Ltd | BT Hosted Voice Services (BT One Cloud Cisco) | Capita (Avaya) | Esri UK |
| **Contract Duration** | 2 years | 2 years | 3 Months | 36 Months |
| **Contract Start Date** | 01/01/2021 | 01/01/2020 | 01/07/2023 | 24/12/2021 |
| **Contract Expiry Date** | 31/12/2022 | 31/12/2021 | 30/09/2023 | 23/12/2024 |
| **Optional Extension End Date** | 31/12/2023 | 31/12/2024 | N/A | N/A |
| **Contract Review Date** | N/A | N/A | N/A | Early 2024 |

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](mailto:foi@scotland.police.uk) 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](mailto:enquiries@itspublicknowledge.info) 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.