

Our reference: 523075



Daniel Leonard
By email to:
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2667644d@whatdotheyknow.com](mailto:request-800649-2667644d@whatdotheyknow.com)

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Sale M33 0BW

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Email/E-bost enquiries@policeconduct.gov.uk
Web/Gwefan www.policeconduct.gov.uk

16 November 2021

Dear Mr Leonard

Thank you for your email of 19 October 2021 in which you make a request for information. We have considered your request under the Freedom of Information Act (FOIA) and this letter sets out our response.

Your request is for information relating to our information and communications services. The IOPC holds information relating to your request. We have estimated, however, that the work involved in complying with your request would exceed the cost limit under section 12 of the FOIA, with the result that we are not required to disclose the information to you.

Section 12 of the FOIA allows the IOPC to refuse a request when the estimated cost of carrying out certain activities exceeds £450, or 18 hours at £25 per hour.

A number of your questions relate to financial information. For example, in relation to telephony you ask for the value of the initial project, the total ongoing annual spend on telephony and the annual support cost for our telephony system. We have carried out a scoping exercise aimed at identifying and retrieving the particular financial information you require and have estimated that the time it would take to complete these tasks would exceed the 18 hour cost limit by a significant margin.

Multiple requests within a single item of correspondence are considered to be separate requests for the purpose of section 12. If they relate to the same overarching theme, public authorities can aggregate two or more separate requests, in accordance with the conditions laid out in the FOIA Fees Regulations. We find that the multiple requests in your email of 19 October are connected by a single overarching theme, namely details of the IOPC's Information and Communication

Technology services. Accordingly, we find that the section 12 cost limit applies to the whole of your request with the result that we are not under a duty to comply with it.

However, in accordance with our duty to advise and assist we are supplying the following responses:

- *Please confirm the manufacturer of your telephony system(s) that are currently in place*

Microsoft / Broadsoft.

- *Who maintains your telephony system(s)?*

Redcentric

- *Do you use Unified Communications or Collaboration tools, if so which ones?*

Microsoft Teams.

- *Please confirm the manufacturer of your contact centre system(s) that are currently in place?*

Cisco.

- *Who maintains your contact centre system(s)?*

Redcentric.

- *How many contact centre agents do you have?*

45 in total across different areas of the business.

- *Do agents work from home? Or just your offices?*

Both

- *Do you use a CRM platform within your organisation?*

No.

- *Who provides your WAN and internet connectivity?*

Redcentric

- *Have you, or do you plan to deploy SD Wan services*

No and no.

- *Have you got SIP trunks, if so who from?*

Yes, hosted by Redcentric.

- *Please confirm who provides your LAN, WIFI and Security infrastructure*

GovWiFi.

- *Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management?*

Cisco; yes we have.

- *How many employees do you have overall within your organisation?*

1050

- *Can you provide contact details for your procurement lead / category manager for these services?*
- *Can you provide names and contact details for the following people within your organisation?*
 - *CIO / IT Director*
 - *Head of IT*
 - *Head of Digital Transformation*
 - *Head of Customer services*

There is no advantage in contacting individual job holders directly given our approach to ICT procurement. The IOPC's contact details are available on our website [here](#).

We hope you find this helpful. Please remember to quote our reference number 5023075 in any further correspondence.

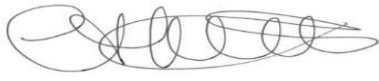
If you are not satisfied with this response you may request an internal review. If you wish to complain about any aspect of this decision, please provide your representations and grounds for complaint within 40 working days of this response to the following address:

FOI Internal Review
Independent Office for Police Conduct
PO Box 473
Sale M33 0BW

All emails requesting a review should be sent **directly** to:
dpo1@policeconduct.gov.uk.

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner; however we should point out that under section 50(2)(a) of the Freedom of Information Act, you are normally obliged to exhaust the IOPC's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely



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Freedom of Information and Data Protection Team
Independent Office for Police Conduct (IOPC)