



Ministry of Defence Police

Freedom of Information Manager

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United Kingdom

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E-mail: MDP-FOI-DP@mod.gov.uk

Our Ref: eCase: FOI 2020/05825
RFI:147/20

Date: 10 July 2020

Dear [REDACTED]

FREEDOM OF INFORMATION ACT 2000: MINISTRY OF DEFENCE POLICE: CONTRACT INFORMATION.

We refer to your email dated 20 May 2020 to the Ministry of Defence Police which was acknowledged on the same date.

We are treating your email as a request for information in accordance with the Freedom of Information Act 2000 (FOIA 2000).

In your email you requested the following information:

“Freedom of Information Request (FOI)

Telephony

Q1 .Can you please provide the contract start and renewal date for the forces current corporate telephony system(s) within the contract(s)?

- a. If a separate telephony system is used to receive non-emergency and/or 999 calls within the forces control rooms, can you also please provide contract start and renewal dates for this system also?**
- b. Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?**
- c. Can you please provide annual support prices paid for each telephony system contract?**
- d. Can you please provide the suppliers name(s) of each telephony system contract?**

Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?

Command and Control

Q2 Can you please provide the contract start and renewal date for the forces current command and control system used for incident management and Police resource deployment?

- a. Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?
- b. Can you please provide annual support prices paid for the command and control system contract?
- c. Can you please provide the suppliers name for the current command and control system contract?

Integrated Communications and Control System (ICCS)

Q3 Can you please provide the contract start and renewal date for the forces ICCS?

- a. Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?
- b. Can you please provide annual support prices paid for the ICCS contract?
- c. Can you please provide the suppliers name for the current ICCS contract?
- d. Has the force already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?

Records Management System (RMS)

Q4 Can you please provide the contract start and renewal date for the forces RMS?

- a. Can you please indicate what options there are for extending the existing RMS contract beyond the renewal date?
- b. Can you please provide annual support prices paid for the RMS contract?
- c. Can you please provide the suppliers name for the current RMS contract?

Contact Management System (CRM system)

Q5 Can you please provide the contract start and renewal date for the forces Contact Management System used to record contact from members of the public with the forces control rooms?

- a. Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date?
- b. Can you please provide annual support prices paid for the Contact Management System contract?
- c. Can you please provide the suppliers name for the current Contact Management System contract?

Geographic Information system (GIS)

Q6 Can you please provide the contract start and renewal date for the forces GIS System used within the forces control rooms for incident/contact management?

- a. Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date?
- b. Can you please provide annual support prices paid for the GIS contract?
- c. Can you please provide the suppliers name for the current GIS contract?

Gazetteer System

Q7 Can you please provide the contract start and renewal date for the forces Gazetteer System used within the forces control rooms for address verification of incidents and contacts?

- a. **Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date?**
- b. **Can you please provide annual support prices paid for the Gazetteer System contract?**
- c. **Can you please provide the suppliers name for the current Gazetteer System contract?**

Force Control Rooms

Q8 For each of the Force's Control Rooms, please provide the following information:

- a. **Address (including postcode)**
- b. **Whether the control room is:**
 - i. **always operationally manned (i.e. 24/7)**
 - ii. **only operationally manned during major incidents (i.e. Gold Command)**
 - iii. **only operationally manned when a live control room is evacuated (i.e. Fallback)**
- c. **Whether the control room is used to routinely:**
 - i. **answer non-emergency calls (i.e. general enquiry call centre)**
 - ii. **answer emergency calls (i.e. 999 call takers)**
 - iii. **dispatch officers and manage the responses to incidents (i.e. dispatcher.**
- d. **Can you please provide a breakdown of the number client workstations used within each control room for:**
 - i. **answer non-emergency calls (i.e. general enquiry call centre)**
 - ii. **answer emergency calls (i.e. 999 call takers)**
 - iii. **dispatch officers and manage the responses to incidents (i.e. dispatcher.**
- e. **Can you please provide the number of command and control clients that are browser based (if applicable)?**
- f. **Can you please provide the number of command and control mobile data clients that are in use, either via a browser based application and/or APP installed on mobile device?"**

A search for information has now been completed by the Ministry of Defence Police and I can confirm that we do hold information in scope of your request. However some of the information requested has been withheld by virtue of the following exemptions:

Section 26 – Defence

Section 31 – Law Enforcement

Section 43 – Commercial Interests

Section 26, 31 and 43 are qualified exemptions and are subject to public interest testing which means that the information requested can only be withheld if the public interest in doing so outweighs the public interest in disclosure.

Section 26 – Defence has been applied because although there is presumption of release under FOI, the release of exact contract end dates, extension periods and break clauses would provide valuable information to those wishing to circumvent our security systems, meaning that we would fail in our duty to help prevent criminal activity which in turn would

fail in our duty to assist those services providing us with law enforcement. Additionally, in respect of information relating to control rooms, this is exempt because the information in scope of your request would assist those with criminal intent to assess any weaknesses in the operational function of control rooms. Providing the location, operational manning levels and other details relating to force control rooms would potentially jeopardise the function of the MDP across the defence estate by providing intelligence to cause disruption or prevention of the policing duty at specific MDP locations and create a security vulnerability that could be exploited.

Section 31 – Law Enforcement has been applied because although the public are entitled to know how public funds are spent, to release detailed operational information in relation to force control rooms may impact negatively on the law enforcement provided by the Ministry of Defence Police across the defence estate. By providing such sensitive information to those with criminal intent, this may identify vulnerabilities across the force and therefore place Ministry of Defence Police officers under an increased policing burden and risk the prevention and detection of crime.

Section 43 – Commercial Interests has been applied because although transparency with regard to public spending is favourable, the release of this information would disadvantage the MOD's negotiating position and would remove its commercial leverage to attain best value for money to the taxpayer.

Telephony

Q1 .Can you please provide the contract start and renewal date for the forces current corporate telephony system(s) within the contract(s)?

The MDP Telephony is a part of the MOD telephony service which is provided by BT as part of the Integrated User Service (IUS) contract which started in 2015. The dates for renewal have been withheld under Section 43 (Commercial Interests) and Section 26 (Defence) – see above.

- a. If a separate telephony system is used to receive non-emergency and/or 999 calls within the forces control rooms, can you also please provide contract start and renewal dates for this system also?**
 - b. Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?**
 - c. Can you please provide annual support prices paid for each telephony by virtue of the following exemptionssystem contract?**
 - d. Can you please provide the suppliers name(s) of each telephony system contract?**
- Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?**

Command and Control

Q2 Can you please provide the contract start and renewal date for the forces current command and control system used for incident management and Police resource deployment?

This information is withheld under Section 43 (Commercial Interests) – see above.

- a. Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?**

There is an option for a further year if it is absolutely necessary for continuity of service between contracts.

- b. Can you please provide annual support prices paid for the command and control system contract?**

Current costs are £672K a year for 20/21 and 21/22. This includes ICCS.

- c. Can you please provide the suppliers name for the current command and control system contract?**

Capita Secure Information Systems.

Integrated Communications and Control System (ICCS)

Q3 Can you please provide the contract start and renewal date for the forces ICCS?

The Integrated Communications and Control System contract runs in line with the Command and Control contract and includes the costs for this element.

- a. Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?**
b. Can you please provide annual support prices paid for the ICCS contract?
c. Can you please provide the suppliers name for the current ICCS contract?
d. Has the force already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?

Records Management System (RMS)

Q4 Can you please provide the contract start and renewal date for the forces RMS?

The contract started in 2017. The renewal date is being withheld under Section 43 (Commercial Interests) and Section 26 (Defence) – see above.

- a. Can you please indicate what options there are for extending the existing RMS contract beyond the renewal date?**

1 year Option.

- b. Can you please provide annual support prices paid for the RMS contract?**

Year 1 &2: £357K

Year 3: £152K

Year 4: £152K

- c. Can you please provide the suppliers name for the current RMS contract?**

Capita Secure Information Systems

Contact Management System (CRM system)

Q5 Can you please provide the contract start and renewal date for the forces Contact Management System used to record contact from members of the public with the forces control rooms?

The Command and Control contract is outlined above.

- a. Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date?**
- b. Can you please provide annual support prices paid for the Contact Management System contract?**
- c. Can you please provide the suppliers name for the current Contact Management System contract?**

Geographic Information system (GIS)

Q6 Can you please provide the contract start and renewal date for the forces GIS System used within the forces control rooms for incident/contact management?

The Geographic Information System contract runs in line with the Command and Control contract and includes the costs for this element.

- a. Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date?**
- b. Can you please provide annual support prices paid for the GIS contract?**
- c. Can you please provide the suppliers name for the current GIS contract?**

Gazetteer System

Q7 Can you please provide the contract start and renewal date for the forces Gazetteer System used within the forces control rooms for address verification of incidents and contacts?

The Gazetteer contract runs in line with the Command and Control contract and includes the costs for this element.

- a. Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date?**
- b. Can you please provide annual support prices paid for the Gazetteer System contract?**
- c. Can you please provide the suppliers name for the current Gazetteer System contract?**

Force Control Rooms

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- e. **Can you please provide the number of command and control clients that are browser based (if applicable)?**
- f. **Can you please provide the number of command and control mobile data clients that are in use, either via a browser based application and/or APP installed on mobile device?"**

This information is withheld under Section 26 (Defence) and Section 31 (Law Enforcement) – see above.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk).

Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

MDP Secretariat and Freedom of Information Office