



## Freedom of Information Request FOI 18 50

### Control contract

#### Query:

1. How many seats do you have in total in your control rooms? How many of them are for call taking, dispatching and switching tasks?
2. What is the brand of the Computer Aided Dispatch (CAD) software used in your control rooms? How many seats are dedicated for it? When it was installed? What is the cost of the CAD system, cost of integration and installation, and cost of maintenance and support?
3. What is the brand of the Evidential Voice Recording system for radio and telephony? How many replay stations are available for it? When it was installed? What is the cost of the Evidential Voice Recording system, cost of integration and installation, and cost of maintenance and support?
4. What is the brand of the Telephony system for emergency and non-emergency calls from the public? How many call taking positions are available? When it was installed? What is the cost of the Telephony system for emergency and non-emergency calls, cost of integration and installation, and cost of maintenance and support?
5. What is the brand of the Voice dispatch system for radio communications with operational units? How many seats are dedicated for it? When it was installed? What is the cost of it, cost of integration and installation, and cost of maintenance and support?
6. What is the brand of the Contact Management System, the software used to manage the contact between public and call taking positions? How many call taking positions are available? When it was installed? What is the cost of it, cost of integration and installation, and cost of maintenance and support?
7. Do you have broadband devices deployed to your field officers? What brand are they? Which Operating System are they using? How many devices do you have at the moment? When were they procured? Do you plan to buy new devices soon, if so when?

#### Response:

Please see the document 'FOI 18 50 Control Contract'.

We are exempting the breakdown of costs attributed to each element of the Capita contract. This is because this information is deemed to be commercially sensitive to Capita and, as a result, it is exempt from disclosure under section 43(2) of the Freedom of Information Act 2000.

Section 43(2) of the Freedom of Information Act 2000 provides that:

"Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)".

In this case, disclosure of the information would be likely to negatively affect Capita's ability to participate competitively in a commercial activity.



**This exemption is subject to the public interest test.**

**There is an inherent public interest in ensuring that there is openness and transparency in how much DWFRS spends on this software, which is likely to increase confidence that we are indeed achieving best value for money.**

**However, there would be harm to Capita's interest if the breakdown of costs attributed to each element of the solution and support costs were made public. This information would allow competitors an unfair advantage in future tender competitions. It would give them detailed information on how Capita's prices are constructed, thereby allowing them to adjust their sell price accordingly to win any business that Capita may be bidding for.**

**As the total contract value is already available in the public domain (<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=26013>), we consider that on this occasion the public interest lies in withholding this information.**