



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 18/07/2024

2024/665 - Telephony system(s)

In response to your recent request for information regarding;

1. Please confirm which telephony system(s) you currently have in place? example- Avaya/ Mitel/ Unify

Cisco Call Manager

2. Please confirm value of the initial project and value of annual support/maintenance services (in £)?

The values held cover multiple services. We are unable to break this down to provide the values for this service.

3. When is your contract renewal date? (date/ month/ year)

01/04/2027

4. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

Frequentis

5. When was the installation date of your contact centre infrastructure?

10th June 2024

6. Who maintains your contact centre system(s)?

Frequentis for application, CGI for infrastructure

7. Number of contact centre users?

487

8. Please confirm value of the initial project and value of annual support/maintenance services (in £)?

LifeX annual application support contract - £288,072.00

9. When is your contract renewal date? (date/ month/ year)

November 2026

10. Do you use Unified Communications or Collaboration tools such as Microsoft Teams/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Microsoft Teams

11. What is the go-to market- How are the above technologies/ services procured?

Microsoft Agreement, HTE Framework

12. Who is responsible for Telephony, contact centre and the command & control centre?

Telephony - Technology Team, Command and Control - Operational Support Services

13. Which system do you have for your command-and-control centre?

ICAD

14. Who maintains this for you?

Application - Hexagon UK, Infrastructure - CGI

15. How many users do you have?

3122

16. What was the initial project cost and the annual support/ maintenance service?

£287,468.00 annual support and maintenance

17. When is the contract renewal date? (date/ month/ year)

June 2026

18. Which system do you have for your call recording system?

NICE Inform

19. Who maintains this for you?

NICE/SVL/CGI

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 15/07/2024