

2018-839

I write in connection with your email request for information dated 21st September 2018 regarding the FOI and Complaint information.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, searches were conducted within the Office of the Police and Crime Commissioner. Your request for information has now been considered and I am able to respond as follows:

You wrote:

1. What is the name of the organisation/service/authority you represent?
2. If the information I am requesting is available elsewhere (eg, s21) please can you tell me where I can find it?
3. What is the name of the software you use to manage, process and respond to complaints received? (if not applicable or available elsewhere enter N/A)
4. How much does the software in question 3 cost? (if not applicable or available elsewhere enter N/A)
5. When is the software in question 3 due for renewal? (if not applicable or available elsewhere enter N/A)
6. What is the name of the software you use to manage, process and respond to FOI/EIR requests? (if not applicable or available elsewhere enter N/A)
7. How much does the software in question 6 cost? (if not applicable or available elsewhere enter N/A)
8. When is the software in question 6 due for renewal? (if not applicable or available elsewhere enter N/A)
9. What is the name of the software you use to manage, process and respond to SAR requests? (if not applicable or available elsewhere enter N/A)
10. How much does the software in question 9 cost? (if not applicable or available elsewhere enter N/A)

Response:

1. Office of the Police and Crime Commissioner for Wiltshire and Swindon

2. N/A

3. Centurion

4. The software costs £21,342 for 2018/19 Annual Licence, this includes 50 named users and support.

5. Licence support runs to 31/03/2019 inclusive.

6. Microsoft Excel

7. Microsoft Excel forms part of Microsoft ESA Anniversary and is included within M365 package, the cost for Microsoft Excel as a standalone product is therefore not available

8. The renewal is included in the ESA agreement which runs from 1st April-31st March every year.

9. Microsoft Excel

10. As per question 7