



## FREEDOM OF INFORMATION REQUEST

**FOI Reference number: FOI 10/2021**

**Date: 22 April 2021**

**Request:**

I wish to submit to the organisation a freedom of information request relating to:

1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Citizens. (i.e Call/Telephony Management Systems, Email Management Services/software, Help Desk Agents and Hotlines etc.)
  2. Inbound Network Services Contracts (by "Inbound Network Services", I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by citizens to make contact.)
  3. Website Traffic Spend/Analysis (even if hosted by an Agency)
    - a) Number of Visits per month (Average)
    - b) Who is the supplier/agency/internal stakeholder responsible for hosting/maintaining and managing the website(s)?
    - c) Does your organisation's website(s) have an on-site search bar?
      - What Content Management System is your site-search connected to (if so)?
      - What is the Search Bar Utilisation? (If known, % of Website visitors)
- Who is the Supplier/Owner of the on-site search on your website?

Please send me the following information for each:

1. Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?
2. Annual Average Spend: the annual average (over 3 years) spend for each supplier?
3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

**Answer:**

1. The Northern Ireland Policing Board (NIPB) does not have a Contact / Call Centre. NIPB avails of the Northern Ireland Civil Service (NICS) centralised IT solution and all telephony and email services are provided by IT Assist who holds the contract for all NICS IT provision.
2. The NIPB's phone and email is set up and maintained by IT Assist under the Civil Service centralised IT solution.

3. a. 5000
- b. IT Assist
- c. The NIPB has a static Website which provides information only. This is built and managed by IT Assist under the NICS centralised IT solution. There is no cost to NIPB for this service. The NIPB website does have a search engine and this is set up and provided by IT Assist. The NIPB website is designed using Drupal.

The costs for the NIPB phone and email are included in the overall contract with IT Assist through the Civil Service centralised IT solution

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should write to the Board's Chief Executive at the following address:

Northern Ireland Policing Board  
Waterside Tower  
31 Clarendon Road  
Clarendon Dock  
Belfast BT1 3BG

Email: [foi@nipolicingboard.org.uk](mailto:foi@nipolicingboard.org.uk)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at:-

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Telephone: - 0303 1231114  
Email: - [ni@ico.org.uk](mailto:ni@ico.org.uk)

Please be advised that Policing Board replies under Freedom of Information may be released into the public domain via our website @ [www.nipolicingboard.org.uk](http://www.nipolicingboard.org.uk).

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.