



Our Ref: 000407/21

Your Ref:

Address Correspondence to: Information Management

Date 25 February 2021

Freedom of Information Act 2000

I write further to your request for information received 03/02/2021.

I note you seek access to the following information:

1. *Does Leicestershire Constabulary utilise a Digital Evidence Management or Digital Asset Management (DEM/DAM) Solution?*
2. *If no, when is the force intending on starting the procurement process to acquire a DEM/DAM Solution?*
3. *If yes*
 - a. *What is the name of the solution and who provided the solution?*
 - b. *Is it cloud hosted? If yes, who is the provider?*
 - c. *What is the contracted storage capacity?*
 - d. *What year was the solution purchased?*
 - e. *What was the initial cost of purchase?*
 - f. *Was it purchased on an annual, multi-year or perpetual basis?*
 - g. *When is the renewal due?*
 - h. *How many users are licenced to use the DEM/DAM Solution?*
 - i. *How much per annum has the force spent on support and maintenance of the DEM/DAM Solution since the purchase year?*
 - j. *How much per annum has the force spent on training in relation to the use of the DEM/DAM Solution since the purchase year?*
 - k. *Who provides training in relation to the DEM/DAM Solution?*
 - l. *How much per annum has the force spent on customer development and consultancy in relation to the use of the DEM/DAM Solution since the purchase year?*
 - m. *At the end of the purchased time period will the force be open to reviewing available solutions on the market again?*

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

Your request for information has now been considered and the information asked for is as follows: -

1. Leicestershire Police do use a Digital Evidence Management solution.
2. Not Applicable

3. Please see below in response to this subset of questions:
- a. The solution is called 'Investigate' and the provider is NICE.
 - b. This solution is cloud hosted.
 - c. The contracted storage is 42TB.
 - d. The solution was purchased in 2020.
 - e. The initial cost of purchase is £262k per annum.
 - f. This was purchased on a 5-year agreement.
 - g. The renewal date is 2025.
 - h. Up to 5,000 users are licenced to use the system.
 - i. Leicestershire Police have taken on an individual to help support users, though their role is not exclusively for NICE Investigate. There is no other support cost as the system was bought as Software as a Service.
 - j. All training is done in house and as such attracts no additional cost.
 - k. Training is provided in house as and when required/.
 - l. Leicestershire Police has not spent any money on customer development and consultancy.
 - m. Yes Leicestershire Police will review the market again for available solutions at the end of the purchased time period.

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer
Leicestershire Police

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