**Freedom of Information Request (FOI)**

**Telephony**

Q1 .Can you please provide the contract start and renewal date for the Fire & rescue services current corporate telephony system(s) within the contract(s)?

Q1.a - If a separate telephony system is used to receive non-emergency and/or 999 calls within the Fire & rescue services control rooms, can you also please provide contract start and renewal dates for this system also? n/a

Q1.b Can you please indicate what options there are for extending the existing contracts beyond the renewal dates? n/a

Q1.c Can you please provide annual support prices paid for each telephony system contract? £3200

Q1.d Can you please provide the suppliers name(s) of each telephony system contract?

Integral communications Ltd

Can you please indicate what options there are for extending the existing contracts beyond the renewal dates? Contracts renewed annually while hardware is still in use

**Command and Control**

Q2 Can you please provide the contract start and renewal date for the Fire & rescue services current command and control system used for incident management and resource deployment?

Expiry date 01 July 2021

Q1.a Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?

Alliance with another Fire Brigade so any decisions to extend or procure a new system would be with them.

**Q2.b Can you please provide annual support prices paid for the command and control system contract? £70k**

Q2.c Can you please provide the suppliers name for the current command and control system contract?

Lampada Digital Solutions

**Integrated Communications and Control System (ICCS)**

Q3 Can you please provide the contract start and renewal date for the Fire & rescue services ICCS?

Our new ICCS supplier is Motorola but the 3-year contract for the new ICCS does not start until we go live (expected to be Aug 2021). Therefore, the renewal date will be August 2024.

Q3.a Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?

The contract term is 3 + 1 + 1 (3 years with the option to extend for a further 2).

Q3.b Can you please provide annual support prices paid for the ICCS contract?

Annual support costs are £79,656.00 (optional in years 4 and 5)

Q3.c Can you please provide the suppliers name for the current ICCS contract?

Motorola Solutions

Q3.d Has the force already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?

Yes, we have contacted with Motorola to provide ESN related services in line with the contact dates (above) and ESN roll out.

**Contact Management System (CRM system)**

Shropshire Fire and Rescue Service does not use this system

Q5 Can you please provide the contract start and renewal date for the Fire & rescue services Contact Management System used to record contact from members of the public with the Fire & rescue services control rooms? n/a

Q5.a Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date? n/a

Q5.b Can you please provide annual support prices paid for the Contact Management System contract? n/a

Q5.c Can you please provide the suppliers name for the current Contact Management System contract? n/a

**Geographic Information system (GIS)**

Q6 Can you please provide the contract start and renewal date for the Fire & rescue services GIS System used within the Fire & rescue services control rooms for incident/contact management?

Q6.a Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date? The contract is renewed annually

Q6.b Can you please provide annual support prices paid for the GIS contract?

The cumulative support costs for 2020 to 2021 was £5230

Q6.c Can you please provide the suppliers name for the current GIS contract?

Cadcorp

**Gazetteer System**

Q7 Can you please provide the contract start and renewal date for the Fire & rescue services Gazetteer System used within the Fire & rescue services control rooms for address verification of incidents and contacts?

Q7.a Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date? The contract is renewed on an annual basis

Q7.b Can you please provide annual support prices paid for the Gazetteer System contract?

The support costs for the Gazetteer Management System for 2020 to 20021 was £5667.13

Q7.c Can you please provide the suppliers name for the current Gazetteer System contract?

Aligned Assets

**Force Control Rooms**

*Q8* For each of the Fire & rescue services Control Rooms, please provide the following information:

Q8.a.      Address (including postcode)

**Shropshire Fire and Rescue Headquarters**

**St Michael’s Street**

**Shrewsbury**

**SY1 2HG**

Q8.b.      Whether the control room is:

                                                               i.      always operationally manned (i.e. 24/7)

**always operationally manned (i.e. 24/7)**

                                                             ii.      only operationally manned during major incidents (i.e. Gold Command)

                                                            iii.      only operationally manned when a live control room is evacuated (i.e. Fallback)

Q8.C.      Whether the control room is used to routinely:

i.      answer non-emergency calls (i.e. general enquiry call centre)- yes

                                                             ii.      answer emergency calls (i.e. 999 call takers) - yes

                                                            iii.      dispatch officers and manage the responses to incidents (i.e. dispatcher. - yes

Q8.d. Can you please provide a breakdown of the number client workstations used within each control room for: 4 positions that complete all tasks below

                                                               i.      answer non-emergency calls (i.e. general enquiry call centre)

                                                             ii.      answer emergency calls (i.e. 999 call takers)

                                                            iii.      dispatch officers and manage the responses to incidents (i.e. dispatcher.

Q8.e. Can you please provide the number of command and control clients that are browser based (if applicable)? N/A

Q8.f. Can you please provide the number of command and control mobile data clients that are in use, either via a browser based application and/or APP installed on mobile device? N/A