



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our ref:
Your ref: N/A
Date: 28 August 2020

If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2020-206-235)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 31 July 2020. Our response is provided below:

For your Incident Commander's software used in Incident Command Units, Gold, Silver, Bronze or other locations please supply the following:

Q1 *What is the supplier organisation name?*

Northamptonshire Fire and Rescue Service (NFRS) do not use a specific Incident Command Management system/software, however capability via Resilience Direct is utilised at Silver and Gold locations. Such Incident Command software was previously researched in 2016 but at that time no specific single product was identified to meet the full scope of requirements.

Q2 *What is the product name?*

N/A, please refer to answer provided for Q1.

Q3 *What was the initial purchase date?*

N/A, please refer to answer provided for Q1.

Q4 *What was the initial cost of purchase?*

N/A, please refer to answer provided for Q1.

Q5 *What is the annual maintenance contract cost?*

N/A, please refer to answer provided for Q1.

Continued/...2



Q6 *What is the renewal date for maintenance contract?*

N/A, please refer to answer provided for Q1.

Q7 *What is the Service Level Agreement (SLA)? (Response times, fix times etc, hours of support)*

N/A, please refer to answer provided for Q1.

Q8 *How many licences have been purchased/number of permitted installations?*

N/A, please refer to answer provided for Q1.

Q9 *Are licences issued in perpetuity?*

N/A, please refer to answer provided for Q1.

If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2020-206-235.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF