



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our Ref: N/A
Your Ref: 15 September 2021
Date:

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

Re: Request for information (our ref: NFRS2021-75-84)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 26 August 2021. Our response is provided below:

The information I am requesting is regarding the software contracts that the organisation uses for the following fields: Primary Human Resources (HR) and Payroll Software Solution.

Northamptonshire Fire and Rescue Service's (NFRS) payroll provision is held by a subcontractor and the information is not held by NFRS. The contract is controlled by [West Northamptonshire Council](#). The information provided below is for NFRS' HR system only.

Q1 What is the name of the supplier?

NFRS use the supplier Infographics.

Q2 What is the brand of the software?

FireWatch is the software that NFRS currently use.

Q3 What is the description of the contract and please also list the software modules included in these contracts?

Included in this contract are the modules below (including maintenance):

- Core Personnel
- IPDS and Training Management
- Duty Planner, Timesheets and Retained Payments
- Self-service
- Occupational Health and Health and Safety
- Fleet

Q4 What is the number of users/licenses?

NFRS have 1,000 licences.

Continued/...2



The total annual spend for NFRS is £35,000.

Q6 What is the contract duration?

Our current contract runs until 31 March 2022 with a 12 month extension available.

Q7 What is the contract start date?

NFRS' contract start date was 01 April 2021.

Q8 What is the contract expiry date?

NFRS' contract expiry date is 31 March 2023.

Q9 What is the contract review date?

NFRS' contract review date is 01 April 2022.

Q10 Please provide contact details, I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

Within NFRS, the point of contact for this contract is [Simon Iddon](#), Information and Communications System Manager, contact number: 01604 797000.

I can be of any further assistance, please do not hesitate to contact me quoting reference NFRS2021-75-84.

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
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS

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