



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: NFRS2021-76-85)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 27 August 2021. Our response is provided below:

I require the organisation to provide me with the following contract information relating to the following corporate software/enterprise applications:

- a) Enterprise Resource Planning (ERP) software solution - this is the organisation's main ERP system and may include service support, maintenance and upgrades.*
- b) Customer Relationship Management (CRM) solution - this is the organisation's main CRM system and may include service support, maintenance and upgrades.*
- c) Human Resources (HR) and Payroll software solution - this is the organisation's main HR/payroll system and may include service support, maintenance and upgrades.*
- d) The organisation's primary corporate finance software solution - this is the organisation's main finance system and may include service support, maintenance and upgrades.*

Northamptonshire Fire and Rescue Service's (NFRS) ERP, Payroll and Finance provisions are 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 as NFRS does not have a CRM system.

Q1 Who is the software supplier?

NFRS use the supplier Infographics.

Q2 What is the software brand?

FireWatch is the software that NFRS currently use.

Q3 What is the contract description? Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include any modules included within the contract.

Continued/...2



It is the license fee for specialist computer software and 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 total number of user/licenses for this contract?

NFRS have 1,000 licences.

Q5 What is the annual spend?

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

Q6 What is the contract duration? What is the duration of the contract please include any available extensions within the contract.

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

Q7 What is the contract start date? Please include month and year of the contract. DD-MM-YY or MM-YY.

NFRS' contract start date was 01 April 2021.

Q8 What is the contract expiry date? Please include month and year of the contract. DD-MM-YY or MM-YY.

NFRS' contract expiry date is 31 March 2023.

Q9 What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

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 NFRS2021-76-85.

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