26 February 2026

Request:

I am writing to request information under the Freedom of Information Act 2000 relating to your Command & Control (CAD), Integrated Communications & Control System (ICCS), and Rostering / Workforce Management systems for the Fire and Rescue Service.

This request has been structured and prioritised to minimise burden on operational teams and to support efficient processing. If the request risks exceeding the appropriate cost limit, please prioritise sections in the order listed below.

SECTION A – Contract & Commercial Information (Priority 1)
For each of the following systems, please provide the information requested below separately for CAD, ICCS, and Rostering where applicable.

A1. Supplier & Contract Details:
- Name of current supplier(s)
- Contract reference number (if held)
- Contract start date
- Initial contract end date
- Extension options available (duration and number)
- Whether any extensions have been exercised and revised end date
- Total contract value (including any exercised extensions)
- Annual contract value
- Pricing model used (e.g. per-seat, per-control room position, per-appliance, enterprise licence)

A2. Scope of Services Included:
Please confirm whether the contract includes the following elements:
Software & Support
- Core software licence
- 1st / 2nd / 3rd line support (and support hours)
- Hosting or infrastructure provision
- Software upgrades and release management
- Contractual uptime or availability targets

Hosting Model

- SaaS / cloud hosted
- Private cloud
- On-premise
- Hybrid

Interfaces & Integrations

- Interfaces between CAD and ICCS
- Interfaces with mobilising, mapping, AVL, or other operational systems
- Any third-party integration tools or middleware

SECTION B – Contract Performance & Service Management (Priority 2)

Where held, please provide:

- Contractual service level indicators (SLAs / KPIs)
- Any documented performance reporting or review outputs from the last 24 months
- Whether any service credits, penalties, or formal escalations have been applied

SECTION C – Procurement & Contractual Documentation (Priority 3)

For the procurement leading to the current contract(s):

- Procurement route used (Open, Framework, Direct Award, Further Competition)
- If via framework: framework name, lot number and call-off reference
- Copies of:
    - Signed contract (including schedules)
    - Any material contract variations or extensions
    - Any change control notices relating to scope or cost (where held)

Redactions are acceptable where commercially sensitive.

SECTION D – Renewal, Strategy & Market Engagement (Priority 4)

Where information is held, please confirm:

- Whether there is an intention to re-procure, extend, or replace:
    - CAD
    - ICCS
    - Rostering
- Indicative timescales for any planned market engagement
- Whether any soft-market testing, PIN notices, or supplier briefings have been conducted or are planned

SECTION E – Organisational Context (Priority 5)

For context only:

- Number of control rooms operated
- Approximate number of ICCS operator positions
- Approximate number of operational staff covered by the rostering system

Response:

Section 17 of the Freedom of Information Act 2000 requires Northamptonshire Fire and Rescue Service, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which:

(a) states that fact
(b) specifies the exemption in question and
(c) states (if that would not otherwise be apparent) why the exemption applies

The statutory exemption applicable to the information not disclosed is as follows:

Section 41(1) – Information provided in confidence

Section 41 is a class-based absolute exemption and there is no requirement to consider the public interest.

Northamptonshire Fire and Rescue Service confirms that it holds the information requested. However, s.41(1) provides that information is exempt information if

A duty of confidence may be created by contract, or may arise from the circumstances.

Please accept this letter as a refusal notice in respect of the information required to answer all parts of your request.

APPEAL RIGHTS

If you are unhappy with how your request has been handled or you do not think the decision is correct, you have the right to ask for a review of the decision.

Prior to lodging a formal appeal you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer. That person will be able to discuss the decision, explain any issues and assist with any problems.

Appeal

If you are dissatisfied with the handling procedures or the decision that the Service have made under the Freedom of Information Act 2000 (the Act) regarding access to information, you can lodge an appeal with the Service to have the decision reviewed.

Appeals should be made in writing within 20 days of receipt of your reply and either emailed to freedomofinformation@northants.police.uk or addressed to:

Freedom of Information Manager
Information Unit
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS

Where possible the Service will aim to respond to your appeal within 20 working days. However, meeting this time scale will depend upon the circumstances and complexity of the issue.

The Information Commissioner

After lodging an appeal with the Service, if you are still dissatisfied with the decision, you may make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make an application to the Information Commissioner please visit their website at www.ico.org.uk Alternatively, telephone or write to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF Phone: 0303 123 1113