

Question number						
1	<p>How many seats do you have in total in your control rooms?</p> <p><i>24 across NFSP, 8 in each of the 3 Control Rooms</i></p>	<p>How many of them are for call taking, dispatching and switching tasks?</p> <p><i>24 – Every position can do every function</i></p>				
2	<p>What is the brand of the Computer Aided Dispatch (CAD) software used in your control rooms?</p> <p><i>Capita Vision 4</i></p>	<p>How many seats are dedicated for it?</p> <p><i>24</i></p>	<p>When it was installed?</p> <p><i>Hampshire FRS went Live on 31st March 2015</i></p> <p><i>Dorset & Wiltshire FRS went Live on 31st August 2015</i></p> <p><i>Devon & Somerset FRS went Live on 27th April 2016</i></p>	<p>What is the cost of the CAD system?</p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p>Cost of integration and installation?</p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p>Cost of maintenance and support?</p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>
3	<p>What is the brand of the Evidential Voice Recording system for radio and telephony?</p> <p><i>Nice Recording</i></p>	<p>How many replay stations are available for it?</p> <p><i>24</i></p>	<p>When it was installed?</p> <p><i>Hampshire FRS went Live on 31st March 2015</i></p> <p><i>Dorset & Wiltshire FRS went Live on 31st August 2015</i></p>	<p>What is the cost of the Evidential Voice Recording system?</p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p>Cost of integration and installation?</p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p>Cost of maintenance and support?</p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>

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4	<p><i>What is the brand of the Telephony system for emergency and non-emergency calls from the public?</i></p> <p><i>DS 3000</i></p>	<p><i>How many call taking positions are available?</i></p> <p><i>24</i></p>	<p><i>When it was installed?</i></p> <p><i>Hampshire FRS went Live on 31st March 2015</i></p> <p><i>Dorset & Wiltshire FRS went Live on 31st August 2015</i></p> <p><i>Devon & Somerset FRS went Live on 27th April 2016</i></p>	<p><i>What is the cost of the Telephony system for emergency and non-emergency calls?</i></p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p><i>Cost of integration and installation?</i></p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p><i>Cost of maintenance and support?</i></p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>
5	<p><i>What is the brand of the Voice dispatch system for radio communications with operational units?</i></p> <p><i>DS 3000</i></p>	<p><i>How many seats are dedicated for it?</i></p> <p><i>24</i></p>	<p><i>When it was installed?</i></p> <p><i>Hampshire FRS went Live on 31st March 2015</i></p> <p><i>Dorset & Wiltshire FRS went Live on 31st August 2015</i></p> <p><i>Devon & Somerset FRS went Live on 27th April 2016</i></p>	<p><i>What is the cost of it?</i></p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p><i>Cost of integration and installation?</i></p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p><i>Cost of maintenance and support?</i></p> <p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>
6	<p><i>What is the brand of the Contact Management System, the software</i></p>	<p><i>How many call taking positions are available?</i></p>	<p><i>When it was installed?</i></p>	<p><i>What is the cost of it?</i></p>	<p><i>Cost of integration and installation?</i></p>	<p><i>Cost of maintenance and support?</i></p>

	<p><i>used to manage the contact between public and call taking positions?</i></p> <p><i>DS 3000</i></p>	<p><i>24</i></p>	<p><i>Hampshire FRS went Live on 31st March 2015</i></p> <p><i>Dorset & Wiltshire FRS went Live on 31st August 2015</i></p> <p><i>Devon & Somerset FRS went Live on 27th April 2016</i></p>	<p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>	<p><i>We are exempting the breakdown of costs attributed to each element of the Capita contract under Section 43(2) of the Freedom of Information Act.</i></p>
<p><i>7</i></p>	<p><i>Do you have broadband devices deployed to your field officers?</i></p> <p><i>We are assuming that a broadband device is a smartphone with limited remote access to the C&C system.</i></p>	<p><i>What brand are they?</i></p> <p><i>Devon & Somerset FRS - 95% Android (Samsung Galaxy J3) and 5% iPhone handsets.</i></p> <p><i>Hampshire FRS – Samsung Galaxy 4, 5, 6 and 7</i></p> <p><i>Apple iPhone 6 & 7</i></p> <p><i>Dorset & Wiltshire FRS – Samsung Galaxy 6, 7, 8</i></p> <p><i>Apple iPhone 5,6,7</i></p>	<p><i>Which Operating System are they using?</i></p> <p><i>Android & IOS</i></p> <p><i>Android & IOS</i></p> <p><i>Android & IOS</i></p>	<p><i>How many devices do you have currently?</i></p> <p><i>150 users</i></p> <p><i>62 users - 80% Android and 20% IOS.</i></p> <p><i>50 users</i></p> <p><i>70% Android</i></p> <p><i>30% iPhone</i></p>	<p><i>When were they procured?</i></p> <p><i>Mostly procured in Q1 2018</i></p> <p><i>Mostly procured with the contract – July 2016.</i></p> <p><i>Contract for handsets awarded Dec 2017.</i></p> <p><i>Handsets replaced as and when required.</i></p>	<p><i>Do you plan to buy new devices soon, if so when?</i></p> <p><i>D&S FRS – No</i></p> <p><i>Hants FRS – Rolling Framework agreement in place, purchased as and when required. HFRS don't wish to be contacted for sale purposes.</i></p> <p><i>D&W FRS - No</i></p>