



Freedom of Information Request FOI 26 07

Contractual information for CAD, ICCS and rostering Software

Query:

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.

SECTION A – Contract & Commercial Information

For each of the following systems, please provide the information requested below separately for CAD, ICCS, and Rostering where applicable.

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)

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

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

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:
 - o Signed contract (including schedules)
 - o Any material contract variations or extensions
 - o Any change control notices relating to scope or cost (where held)

Redactions are acceptable where commercially sensitive.

SECTION D – Renewal, Strategy & Market Engagement

Where information is held, please confirm:

- Whether there is an intention to re-procure, extend, or replace:
 - o CAD
 - o ICCS
 - o 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

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:

Please see the attached spreadsheet for the requested information.

Under the terms of the Freedom of Information Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemption: Section 43 (2) – Commercial Interest.

Section 43 (2) states that information can be withheld if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). It is a qualified exemption, which means that it is subject to a public interest test.

We acknowledge the public interest in disclosing copies of contracts and other documentation surrounding this contract, but we consider that there is also a public interest in safeguarding the commercial interests of DWFRS and our provider. Releasing the documents adds little meaningful value in terms of demonstrating accountability or the use of public funds as we have already disclosed the key contractual information. As such, we consider the public interest in disclosure of the contract and other documentation to be minimal.

We feel that if we release the contracts and suppliers became aware of clauses or concessions that were accepted as part of this procurement, this could make future procurements uncompetitive and cost the public purse more money. This could also damage the supplier's reputation without the context of internal conversations and negotiations.



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Contracts often contain specific information relevant to that supplier (such as profit margins, system operations, innovative processes and technical solutions) and if released could allow competitors a chance to replicate these and cause our current supplier real commercial damage. Any highlighted system operations and especially any exposed weaknesses would likely put us at an increased security risk.

Release of contracts, documented performance reporting or review of outputs or whether any service credits, penalties, or formal escalations have been applied could cause suppliers to be less willing to bid for a contract with us, enter into a contract with us or increases costs to mitigate the possible release of these documents into the public domain, meaning our next procurement would be less competitive and this would not serve the public purse.

Disclosing such detail included with the contract and associated documents may affect any future procurement of this type and limit our ability to secure the most appropriate solutions at the best value.

Information/Detail accurate on the date provided:03, March, 2026