



Freedom of Information Request FOI 26 44

Contract information for CAD system

Query and Response:

I am writing to request information under the Freedom of Information Act 2000 regarding your organisation's current Computer Aided Dispatch (CAD) solution. Specifically, I would be grateful if you could provide the following details:

1. The name of your current CAD system supplier. – **Nippon Electric Company (NEC) Software Solutions UK**
2. The contract start date and duration (including any extension options)- **24/6/2013 - 31/03/2027 with a 3-month potential extension**
3. The total contract value (including any awarded extensions, where applicable). **£5,587,392**
4. Details of any additional systems, modules, or services supplied by the same vendor (for example, mobilising systems, MDT/mobile data solutions, mapping, analytics or support services)
Integrated Communication Control System (ICCS) is also provided under the same contract
5. Confirmation of whether the solution was procured directly from the supplier or via a third party organisation / framework (and if so, which framework or third party was used) – **Procured via an open tender exercise.**

Please note this is a joint contract with Dorset & Wiltshire Fire and Rescue Service and Hampshire & Isle of Wight Fire and Rescue Service. The contract value supplied is split equally between the 3 services.

Information/Detail accurate on the date provided: 05, March 2026