



FREEDOM OF INFORMATION

FOI REFERENCE: 052/21	DATE RECEIVED: 30 April 21
REQUEST	
<p>Q1 .Can you please provide the contract start and renewal date for the Fire & rescue services current corporate telephony system(s) within the contract(s)?</p> <p>Q1.a - If a separate telephony system is used to receive non-emergency and/or 999 calls within the Fire & rescue services control rooms, can you also please provide contract start and renewal dates for this system also?</p> <p>Q1.b Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?</p> <p>Q1.c Can you please provide annual support prices paid for each telephony system contract?</p> <p>Q1.d Can you please provide the suppliers name(s) of each telephony system contract?</p> <p>Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?</p> <p>Command and Control</p> <p>Q2 Can you please provide the contract start and renewal date for the Fire & rescue services current command and control system used for incident management and resource deployment?</p> <p>Q1.a Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?</p> <p>Q2.b Can you please provide annual support prices paid for the command and control system contract?</p> <p>Q2.c Can you please provide the suppliers name for the current command and control system contract?</p> <p>Integrated Communications and Control System (ICCS)</p> <p>Q3 Can you please provide the contract start and renewal date for the Fire & rescue services ICCS?</p> <p>Q3.a Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?</p> <p>Q3.b Can you please provide annual support prices paid for the ICCS contract?</p> <p>Q3.c Can you please provide the suppliers name for the current ICCS contract?</p> <p>Q3.d Has the force already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?</p> <p>Contact Management System (CRM system)</p> <p>Q5 Can you please provide the contract start and renewal date for the Fire & rescue services Contact Management System used to record contact from members of the public with the Fire & rescue services control rooms?</p> <p>Q5.a Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date?</p> <p>Q5.b Can you please provide annual support prices paid for the Contact Management System contract?</p> <p>Q5.c Can you please provide the suppliers name for the current Contact Management System contract?</p>	

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Any printed documents are considered uncontrolled.

Official





Geographic Information system (GIS)

Q6 Can you please provide the contract start and renewal date for the Fire & rescue services GIS System used within the Fire & rescue services control rooms for incident/contact management?

Q6.a Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date?

Q6.b Can you please provide annual support prices paid for the GIS contract?

Q6.c Can you please provide the suppliers name for the current GIS contract?

Gazetteer System

Q7 Can you please provide the contract start and renewal date for the Fire & rescue services Gazetteer System used within the Fire & rescue services control rooms for address verification of incidents and contacts?

Q7.a Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date?

Q7.b Can you please provide annual support prices paid for the Gazetteer System contract?

Q7.c Can you please provide the suppliers name for the current Gazetteer System contract?

Force Control Rooms

Q8 For each of the Fire & rescue services Control Rooms, please provide the following information:

Q8.a. Address (including postcode)

Q8.b. Whether the control room is:

i. always operationally manned (i.e. 24/7)

ii. only operationally manned during major incidents (i.e. Gold Command)

iii. only operationally manned when a live control room is evacuated (i.e. Fallback)

Q8.C. Whether the control room is used to routinely:

i. answer non-emergency calls (i.e. general enquiry call centre)

ii. answer emergency calls (i.e. 999 call takers)

iii. dispatch officers and manage the responses to incidents

(i.e. dispatcher.

Q8.d. Can you please provide a breakdown of the number client workstations used within each control room for:

i. answer non-emergency calls (i.e. general enquiry call centre)

ii. answer emergency calls (i.e. 999 call takers)

iii. dispatch officers and manage the responses to incidents

(i.e. dispatcher.

Q8.e. Can you please provide the number of command and control clients that are browser based (if applicable)?

Q8.f. Can you please provide the number of command and control mobile data clients that are in use,



either via a browser based application and/or APP installed on mobile device?

RESPONSE**Freedom of Information Request (FOI)**

1. Telephony – Cisco telephony system with Kcom for non-emergency system, Start Date 27/06/16 End date 26/06/22, Annual support £93,430

2. Command and Control – Staffs Fire do not hold a contract for this, calls are responded to by West Midlands Fire Service Command and Control

3. Integrated Communications and Control System (ICCS) – see above response

4. Contact Management System (CRM system) – our contact team use the Cisco telephony system, details as per question 1

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5. Geographic Information system (GIS) – Staffs Fire do not hold a contract for this, it is held by West Midlands Fire Service Command and Control

Gazetteer System – Staffs Fire do not hold a contract for this, it is held by West Midlands Fire Service Command and Control

Force Control Rooms – this would need to be requested direct from West Midlands Fire Service