



DATE:	26 June 2018	FOI REQUEST NO:	026_1819
<p>I would like to ask you several questions under the Freedom of Information Act 2000, mainly regarding the control room equipment in your agency:</p> <ol style="list-style-type: none">1. How many seats do you have in total in your control rooms? How many of them are for call taking, dispatching and switching tasks?2. What is the brand of the Computer Aided Dispatch (CAD) software used in your control rooms? How many seats are dedicated for it? When it was installed? What is the cost of the CAD system, cost of integration and installation, and cost of maintenance and support? <p>Brand: Capita are the supplier the product version we have procured is Vision 5</p> <p>When was it installed? We are in the middle of the installation period - we went live in October 2017 which provided sufficient functionality to take live calls and the enhanced functionality is planned to be delivered in January 2018.</p> <p>What is the cost of the CAD system? This is assumed to be hardware costs, £123,409 Additional information There are annual licence fees which have not been specifically requested but are £8,998 There is a one off third party software licence fee of £48,279 The software costs are included in the installation fees below</p> <p>Cost of integration and installation,? £451,891 This is assumed to include Training Fees £57,532 Implementation Fees broken down into Factory acceptance fees £122,458, Site acceptance Fees £91,844, Primary Go Live £91,844, Plus retention fees £16,113 Secondary Go Live £68,495 plus retention fees of £3,605 = £394,359 TOTAL £451,891</p> <p>Cost of Maintenance and support? £101,412.2 average annual support fees Year 1 £107,977 Year 2 – 5 £99,771 per annum The average is £101,412.20 per year over 5 years</p>			

3. What is the brand of the Evidential Voice Recording system for radio and telephony? How many replay stations are available for it? When it was installed? What is the cost of the Evidential Voice Recording system, cost of integration and installation, and cost of maintenance and support?

“Service provided by SWP as part of Joint Control collaboration – this information will need to be requested directly from them.”

4. What is the brand of the Telephony system for emergency and non-emergency calls from the public? How many call taking positions are available? When it was installed? What is the cost of the Telephony system for emergency and non-emergency calls, cost of integration and installation, and cost of maintenance and support?

“Service provided by SWP as part of Joint Control collaboration – this information will need to be requested directly from them.”

5. What is the brand of the Voice dispatch system for radio communications with operational units? How many seats are dedicated for it? When it was installed? What is the cost of it, cost of integration and installation, and cost of maintenance and support?

“Service provided by SWP as part of Joint Control collaboration – this information will need to be requested directly from them.”

6. What is the brand of the Contact Management System, the software used to manage the contact between public and call taking positions? How many call taking positions are available? When it was installed? What is the cost of it, cost of integration and installation, and cost of maintenance and support?

7. Do you have broadband devices deployed to your field officers? *Yes, if you mean 4G mobile phones* What brand are they? *Apple* Which Operating System are they using? *IOS* How many devices do you have at the moment? *300* When were they procured? *March 2018* Do you plan to buy new devices soon, if so when? *No*

I would like the answer to be sent to my email address.