**Freedom of Information - Humberside Fire and Rescue Service**

**2024/25 066 – Computer Aid Dispatch**

**The request is:**

I am writing to request information under the Freedom of Information Act regarding the Computer Aided Dispatch system that is used by your service. For reference, I understand that many Fire and Rescue Services (FRS) in the UK are using Vision 4 by NEC.  
  
Specifically, I would like to request the following details:  
1. The name of the supplier providing the CAD.  
2. The total contract value for these services.  
3. The contract start date.  
4. The contract end date

**The response is:**

The name of the supplier is NEC Software solutions.

The contract information can be found [here](https://humbersidefire.delta-esourcing.com/commonNoticeSearch/noticeSearchResults.html) on our e-sourcing portal. We are therefore exempting this information under Sect. 21 of the Freedom of Information Act (Information Accessible to the Applicant by Other Means).

As indicated above some of this information is accessible to you by other means and is therefore exempt under Section 21 of the Freedom of Information Act 2000.

21. Information accessible to applicant by other means.

(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

(2)For the purposes of subsection (1)—

(a)information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b)information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

(3)For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority’s publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

Further information can be found [here.](https://www.legislation.gov.uk/ukpga/2000/36/section/21)

If you are unhappy with the handling of your request, you have the right to ask for an internal review. A request for an internal review should be made within 40 working days of the date of this email. If you are not happy with the outcome of the internal review, you have the right to apply direct to the Information Commissioner at [www.ico.org.uk/foicomplaints](https://newsletter.ico.org.uk/c/1lULiJldYNwfIFlCf3c4BKJdO). The postal address is: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.