



Response Date: 15/05/2026

2026/415 - CAD, Control Room Systems, Contracts and Performance

In response to your recent request for information regarding;

I am writing to request information under the Freedom of Information Act 2000 in relation to your organisation's Computer Aided Dispatch (CAD), control room systems, and associated contracts.

This request has been structured to minimise burden and prioritised accordingly. Where possible, I have requested information typically held within procurement, contract management, or technical system records.

Context and Public Interest

This request relates to systems that underpin public safety and emergency response operations, and therefore carries a clear public interest in transparency regarding:

- **Procurement and contract management**
- **Supplier performance and accountability**
- **Use of public funds and value for money**
- **Operational effectiveness of critical infrastructure**
- **In addition, under the Procurement Act 2023, there is an increased emphasis on:**
- **Transparency in public contracts**
- **Ongoing contract performance monitoring**
- **Definition and visibility of Key Performance Indicators (KPIs)**

This reinforces the public interest in disclosure of contract performance and management information where appropriate.

Records Retention Context

Public authorities are typically expected to retain procurement and contract documentation for a minimum of 5–7 years following contract award (aligned to audit, governance, and limitation requirements).

If any information is stated as not held, please confirm whether:

- **It was previously held but is no longer retained, or**
- **It is not held in any form**

REQUESTED INFORMATION

1. Current Systems and Suppliers

Please confirm:

- **Current CAD (Computer Aided Dispatch) system supplier and system name:**

Hexagon, I/CAD.

- **Current ICCS / control room system supplier and system name:**

Frequentis, LifeX.

Pencadlys yr Heddlu,

Glan-y-Don, Bae Colwyn LL29 8AW

www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

- **Any Mobile Data Terminal (MDT) solution provider and system name:**
- **Any key integration providers or middleware platforms:**

No information held.

2. Contract Information

Hexagon

For each system above, please provide:

- **Contract award date**

Initially awarded in 13/06/2002 via open tender then re contacted in 17/06/2021 via Direct award using the VEAT Process

- **Contract duration**

On-going due to the life of the software and costs of replacing

- **Contract expiry date (including any extensions) on going with regular reviews, this is due to the cost of replacing the system.**

N/A.

- **Procurement route used (e.g. framework (including which one), Find a Tender, direct award)**

Originally via open tender upgraded via direct award.

Frequentis

For each system above, please provide:

- **Contract award date**

Initially awarded in 13/06/2002 via open tender then re contacted in 17/06/2021 via Direct award using the VEAT Process

- **Contract duration**

On-going due to the life of the software and costs of replacing

- **Contract expiry date (including any extensions) on going with regular reviews, this is due to the cost of replacing the system.**

N/A.

- **Procurement route used (e.g. framework (including which one), Find a Tender, direct award)**

Originally via open tender upgraded via direct award.

3. Procurement and Tender Documentation

Where available, please provide:

- **Contract award notices**

Attached.

- **Tender documentation (including but not limited to specification and Invitation to Tender)**
- **Any publicly available procurement materials**

Where this information is already publicly available, links or references are acceptable in place of full documents.

4. Contract Changes and Extensions

Please provide details of:

- Any contract extensions, variations, or renegotiations
- Updated contract end dates
- Nature of changes (e.g. scope, pricing, service model)

No information held.

5. Procurement Planning and Future Intent

Please confirm:

- Whether there are plans to re-procure any of the above systems

None.

- Expected timeframe (if known)
- Any pre-market engagement activity undertaken or planned

6. Supplier Performance and KPIs

Please provide:

- Any Key Performance Indicators (KPIs) defined for the contract
- Summary of supplier performance against KPIs
- Any:
 - Performance reports
 - Service review documents
 - Improvement or remediation plans
 -

Aggregated or summary information is acceptable where detailed reports are not readily available.

No information held.

7. Service Delivery and Operational Context

Please confirm:

- Whether the system is:
 - Managed internally

Yes

- Delivered as a managed service

N/A

- Any significant:
 - Transformation programmes

Replacement part of the Digital Transformation Programme

- Planned upgrades or replacement programmes

To be replaced by Octave's OnCall solution in 2027

8. Governance and Oversight

Please provide (where available):

- Any internal reports or governance papers relating to:

- **System performance**
- **Contract issues**
- **Major decisions relating to the system**

No information held.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 14/05/2026

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012791-2021>

Award

Support and software maintenance services for LifeX

Police and Crime Commissioner for North Wales Police & North Wales Police

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-012791

Procurement identifier (OCID): ocids-h6vhtk-02b968

Published 8 June 2021, 12:36pm

Section I: Contracting authority/entity

I.1) Name and addresses

Police and Crime Commissioner for North Wales Police & North Wales Police

Force Headquarters, Glan-y -don, Abergele Road,

Colwyn Bay, North Wales

LL29 8AW

Contact

...

Email

...

Telephone

...

Country

United Kingdom

NUTS code

UKL - Wales

National registration number

n/a

Internet address(es)

Main address

<http://www.north-wales.police.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Support and software maintenance services for LifeX

II.1.2) Main CPV code

- 72261000 - Software support services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of 2nd and 3rd line support and software maintenance services for the current NWP LifeX critical communication control room platform

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,300,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48211000 - Platform interconnectivity software package
- 48219700 - Communications server software package

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

LL29 8AW

II.2.4) Description of the procurement

On going Provision of 2nd and 3rd line support and software maintenance services for the current NWP LifeX critical communication control room platform

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This can only be fulfilled by the solution provider. They are the only supplier who can meet with North Wales Police requirements for improved support and software maintenance services on the basis that the solution is primarily software orientated, to which they have sole rights to develop, and have the necessary skills and knowledge to effectively support. Purchase needs to be completed as soon as possible as there is a 3 month on-boarding period, during which the only prospective supplier will be readying their service team for delivery.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

Contract No

44735

Title

Support and software maintenance services for LifeX

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

8 June 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Frequentis UK Ltd

Regal House, 70 London Road,

Twickenham.

TW1 3QS

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02704890

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £1,300,000

Section VI. Complementary information

VI.3) Additional information

The Initial agreement will be for a period of 3 years but with the option to continue to contract for this service during the life of the Software.

VI.4) Procedures for review

VI.4.1) Review body

PCC North Wales Police

Glan Y Don

Colwyn Bay

LL29 8AW

Email

procurement@nthwales.pnn.police.uk

Country

United Kingdom