



**Hampshire  
& Isle of Wight**  
FIRE & RESCUE SERVICE

**Information Compliance Team**  
Headquarters  
Leigh Road  
Eastleigh  
Hampshire  
SO50 9SJ

Sent by email to:

[REDACTED]

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t. 02380 644000  
e. DP@hantsfire.gov.uk  
w. hantsfire.gov.uk

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Date: 7 May 2025

Our Reference: FOI 012 25-26

Enquiries to: Information Compliance Officer

### **Freedom of Information Act 2000**

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 25 April 2025. We can confirm that we have now completed our search for the information requested.

#### ***You asked:***

*Regarding your Microsoft 365, CFRMIS and Gartan applications. When did these contracts start?*

#### **Our answer:**

We can confirm that we hold the information requested, except as noted below.

Microsoft 365 – 2023  
CFRMIS – 31/3/2024  
Gartan – 8/6/2021

#### ***You asked:***

*Is it possible to estimate how much it costs to maintain the system on an annual basis?*

#### **Our answer:**

We do not hold, per Section 1 of the Freedom of Information Act 2000, an individual costs for the annual maintenance for the CFRMIS or Gartan systems. This is because the maintenance costs of these systems is included as part of a wider agreement and no specific cost has been

allocated to maintenance. To assist you we can confirm that the CFRMIS contract costs £93,930.98 per annum and the Gartan contract costs £86,375 per annum. Additionally, some additional maintenance is performed in house this costs approximately £48,981 per annum per system.

Our Microsoft 365 contract does not include maintenance; this is performed in house by our staff. We do not record the amount of time spent on this by our teams, consequently this information is not held per Section 1 of the Freedom of Information Act 2000.

The above concludes our investigation into this matter.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Data Protection Officer at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioners Office. This can be done online at [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints) or by post to The Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer  
Hampshire and Isle of Wight Fire and Rescue Service