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Mr R Hargreaves  
Communities and Local Government  
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21 December 2009

Dear Roger

Thank you for your letter of 11 December informing me that EADS has awarded a contract to Intergraph for the Fire Control mobilising system and is to terminate their contract with Ericsson for this part of the solution. While this may be presented as a positive move it does raise further questions for me.

1. I understand that Intergraph was one of the contractors that EADS considered at the start of the project but decided to go with Ericsson. What has changed since the award of the original contract to Ericsson that, in the view of EADS, now gives them confidence that Intergraph will develop their product appropriately and on time.
2. Will EADS give an absolute undertaking that the current schedule will not be affected by the change of contractor. My key focus here is the final roll out, although if there is any change to the interim schedule FRAs will need early notification so they can assess what is achievable. If there are to be changes, will FRAs have the appropriate resources to carry out their part.
3. We need complete certainty that the functionality to be provided by the final solution will not be compromised by the switch of contractors. Will the Intergraph solution differ in any way from what FRAs had been led to expect. Any reduction in functionality will not be acceptable and any "workarounds" must produce the same, if not improved functionality, to our present systems and in time for cutover.

4. Costs to FRAs must not increase and this must include any potential incidental costs that could be pushed on the Service for the complete or optional functionality.

5. Are you confident that EADS will improve their performance. Their performance to date has not been acceptable and they do not seem to have an adequate explanation as to why this is the case. Basic quality assurance seems to have been missing. What went wrong in the past and what are they going to do to put it right in the future. You acknowledge our frustrations but warm words about increased user engagement will not satisfy the sector. We need to know what has changed within EADS, structurally and strategically.

6. Confidence in the project from FRAs and officers is at an all time low. How will EADS regain customer confidence.

7. Will Ericsson remain as subcontractors to EADS for any part of the Fire Control solution. If so, how confident are EADS that they will deliver.

I look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink that reads "James". The letter "J" is large and stylized, with a long horizontal stroke that extends to the right and then loops back down. The word "James" is written in a cursive, lowercase font.

Cllr James J Pearson  
Senior User  
LGA, Fire Services Management Committee