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Tender

New Mobilising System

Scottish Fire and Rescue Service

F02: Contract notice

Notice identifier: 2024/S 000-001011

Procurement identifier (OCID): ocds-h6vhtk-042c7d

Published 11 January 2024, 4:20pm

The closing date and time has been changed to:

28 March 2024, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Scottish Fire and Rescue Service

Headquarters, Westburn Drive

Cambuslang

G72 7NA

Email

Stephen.McDonagh@firescotland.gov.uk

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://firescotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19543

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.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

New Mobilising System

Reference number

T5A-007-2324

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

SFRS is seeking to procure a new externally hosted mobilising solution based on a commercial, off the shelf (COTS) solution or platform to support the SFRS in meeting its commitments and to assist in delivering on its strategic objectives.

The scope of the New Mobilising System will include for the following as a minimum:

- Facilitate the answering of emergency calls, aid control operators in ascertaining the location and nature of emergencies and initiate the mobilisation of appropriate resources.
- Provide management of telephony and radio calls, provide a facility to manage incident activity and to mobilise and control resources associated with all SFRS operations.
- Provide management information and reporting systems, and call recording and storage systems for control operator activity.
- Analysis, review and re-engineering of business processes, teams and data supported by the new technology.
- Design and delivery of a staff training programme for operators, users, and those who interact with the system.
- Provision of 999 telephony

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 35710000 - Command, control, communication and computer systems
- 35711000 - Command, control, communication systems
- 42961000 - Command and control system

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

SFRS are a national organisation delivering front-line services locally from three strategically positioned hubs, or Service Delivery Areas (SDA) based in the North, West and East of Scotland.

SFRS is seeking to procure a new externally hosted mobilising solution based on a commercial, off the shelf (COTS) solution or platform to support the SFRS in meeting its commitments and to assist in delivering on its strategic objectives.

The scope of the New Mobilising System will include for the following as a minimum:

- Facilitate the answering of emergency calls, aid control operators in ascertaining the location and nature of emergencies and initiate the mobilisation of appropriate resources.
- Provide management of telephony and radio calls, provide a facility to manage incident activity and to mobilise and control resources associated with all SFRS operations.
- Provide management information and reporting systems, and call recording and storage systems for control operator activity.
- Analysis, review and re-engineering of business processes, teams and data supported by the new technology.
- Design and delivery of a staff training programme for operators, users, and those who interact with the system.

- Provision of 999 telephony

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

SFRS reserves the right to extend the contract by three (3) additional twelve (12) month periods.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

SFRS reserves the right to procure additional services throughout the duration of the contract in line with the contractor rates submitted as part of the tender submissions.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

1. General Yearly Turnover
2. Current Ratio
3. Net Assets (Total Assets minus Total Liabilities)
4. Two Years' Continuous Profitable Trading
5. General
6. Insurance

Minimum level(s) of standards possibly required

1. General Yearly Turnover - 2 Years and 64,000,000.00 GBP Turnover per year
2. Current Ratio - Current ratio must be greater than 1.0 for each year for the last two years. This will be assessed by the Contracting Authority by reference to an independent financial reporting service.
3. Net Assets (Total Assets minus Total Liabilities) - This must be positive (greater than zero) each year for the last three years. This will be assessed by the Contracting Authority by reference to an independent financial reporting service.
4. Two Years' Continuous Profitable Trading - The Candidate should demonstrate two years' continuous profitable trading over the last two years of trading. This will be assessed by the Contracting Authority by reference to an independent financial reporting service. Any period negative profitability is to be explained in detail by the Candidate: this explanation will be taken into the reasonable consideration of the Contracting Authority in assessing Submissions. Where the Contracting Authority is satisfied with the explanation and overall financial viability of the Candidate, it reserves the right to proceed with the Candidate's application.
5. General - The Contracting Authority notes its obligation under Regulation 60(9) stating that: "(9) Before awarding the contract, except a contract based on a framework agreement concluded in accordance with regulation 34(6) or (7)(a) (framework agreements), the contracting authority must require the tenderer to which it has decided to

award the contract to submit up-to-date supporting documents in accordance with regulation 61 (means of proof) However, in submitting an application, the Candidate understands and accepts the Contracting Authority's right under Regulation 61 (8) to consider means of proof which it deems appropriate: "Where, for any valid reason, the economic operator is unable to provide the references or other information required by the contracting authority, it may prove its economic and financial standing by any other document which the contracting authority considers appropriate.

6. Insurance (for each and every claim)

Professional - 10,000,000.00 GBP

Employers - 10,000,000.00 GBP

Public - 10,000,000.00 GBP

Product - 10,000,000.00 GBP

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

11 March 2024

Local time

12:00pm

Changed to:

Date

28 March 2024

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 12 July 2024

IV.2.7) Conditions for opening of tenders

Date

11 March 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: April 2033

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

This contract provision is business critical to the Scottish Fire and Rescue Service whereby the timescales stated within the ITT documentation is reflective of the urgency of the requirement and is being undertaken due to the termination of a previous contract.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=748371.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

This contract provision is of a business critical nature for which SFRS require a single contract with a solutions provider to deliver against its critical front line requirements. A single supplier shall be responsible for implementation of the solution and ongoing Managed Service.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

SFRS plays an important role in helping to reduce inequalities across Scotland and are aware that factors such as poorer health, lower education attainment and disability can put individuals and communities at increased risk of harm. Equally important is our commitment to our employees. SFRS continue to develop the culture of SFRS, ensuring that our values of being inclusive, diverse, and fair are fully embedded across the entire Service. Employees who feel valued and that they belong, are more engaged in the workplace, impacting positively on their general wellbeing. SFRS are committed to continuously identifying and pursuing opportunities to work with communities and external partners including our Suppliers to reduce inequalities. In order to ensure the highest standards of service quality in the delivery of this contract, SFRS expects our Suppliers to have a similar commitment to reducing inequalities within the workplace for which Suppliers will be required to evidence this as part of the tender evaluation process.

Fair Work First is the Scottish Government's policy for driving good quality and fair work in Scotland. Through this approach, the Scottish Government, and its public sector partners, are asking bidders to describe how they are committed to progressing towards adopting and how they intend to continue embedding the seven Fair Work First criteria:

- appropriate channels for effective voice, such as trade union recognition;
- investment in workforce development;
- no inappropriate use of zero hours contracts;
- action to tackle the gender pay gap and create a more diverse and inclusive workplace;
- providing fair pay for workers (for example, payment of the real Living Wage).
- offer flexible and family friendly working practices for all workers from day one of employment; and
- oppose the use of fire and rehire practice.

(SC Ref:748371)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=748371

VI.4) Procedures for review

VI.4.1) Review body

Court of Session

Parliament House, Parliament Square

Edinburgh

EH1 1 RQ

Telephone

+44 1312252585

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Scottish Fire and Rescue Service (SFRS) must, by notice in writing as soon as possible after the decision has been made, inform all tenderers and candidates of its decision to award the contract, conclude the framework agreement or establish a dynamic purchasing system. The SFRS will incorporate a minimum 10 calendar day standstill at the point information on the contract award is communicated to tenderers. The SFRS is obliged to comply with the regulations and any eligible economic operator can bring an action in the Court of Session where as a consequence of a breach by the SFRS, they suffer or risk suffering loss or damage. The bringing of court proceedings during the standstill period means that the SFRS must not enter into the contract, conclude the framework agreement or establish the dynamic purchasing system unless the proceedings are determined, discontinued or disposed of: or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations.