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Not applicable

Payroll, Roster and Availability IT System for Hertfordshire Fire and Rescue Service

Hertfordshire County Council

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-003054

Procurement identifier (OCID): ocids-h6vhtk-042d6b

Published 30 January 2024, 12:43pm

Section I: Contracting authority/entity

I.1) Name and addresses

Hertfordshire County Council

PEGS LANE

HERTFORD

SG138DQ

Email

strategic.procurement@hertfordshire.gov.uk

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.hertfordshire.gov.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Payroll, Roster and Availability IT System for Hertfordshire Fire and Rescue Service

Reference number

HCC2315068

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

This is an Award Notice for the Provision of a Payroll, Roster and Availability IT System for HFRS. This is a direct award because competition is absent for technical reasons.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-001378](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

For clarity there is no separate Annex D (as per the text in the original award notice) and the explanation for awarding this contract is below:-

Hertfordshire Fire and Rescue Service (HFRS) has an integrated workforce management solution designed to manage its time management needs. The application provides real-time insight into the availability of on-call fire services and optimises crewing for full-time fire stations, allowing HFRS to manage all staff in one system.

The current provider, Gartan Technologies, and their products (Availability, Payroll, Roster) are fully integrated with HFRS systems. The application has been customised to HFRS requirements with over 20 bespoke enhancements which reflect the specific needs of HFRS. The HFRS systems are aligned with Motorola 3CR (3TC Guardian Command). Gartan is the only native OAM integration with Motorola 3CRS (3TC Guardian Command) at present.

The Council has therefore awarded a contract to Gartan Technologies. This represents a best value approach to ensure the ongoing service delivery. If a new provider were to be appointed, the cost of replicating the bespoke enhancements and providing an ongoing service would far exceed the budget envelope. It is not clear whether a new system could be delivered within the timescales required and integrated to ensure there was no break in service of HFRS's critical activities to save lives.