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Tender

Integrated Communication Control System (ICCS) and Command and Control Mobilising System

HAMPSHIRE & ISLE OF WIGHT FIRE AND RESCUE SERVICE.

Devon & Somerset Fire and Rescue Service

Dorset & Wiltshire Fire and Rescue Service

Kent Fire and Rescue Service

F02: Contract notice

Notice identifier: 2023/S 000-004550

Procurement identifier (OCID): ocids-h6vhtk-038447

Published 14 February 2023, 3:30pm

The closing date and time has been changed to:

12 May 2023, 2:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

HAMPSHIRE & ISLE OF WIGHT FIRE AND RESCUE SERVICE.

Leigh Rd

Eastleigh

SO50 9SJ

Contact

Bill Warden

Email

procurement.clients@hants.gov.uk

Telephone

+44 1962667808

Country

United Kingdom

Region code

UKJ3 - Hampshire and Isle of Wight

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.1) Name and addresses

Devon & Somerset Fire and Rescue Service

The Knowle

Clyst St George, Exeter

EX3 0NW

Email

procurement.clients@hants.gov.uk

Country

United Kingdom

Region code

UKK - South West (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.1) Name and addresses

Dorset & Wiltshire Fire and Rescue Service

Five Rivers Health and Wellbeing Centre

Salisbury

SP1 3NR

Email

procurement.clients@hants.gov.uk

Country

United Kingdom

Region code

UKK - South West (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.dwfire.org.uk/>

I.1) Name and addresses

Kent Fire and Rescue Service

The Godlands

Tovil, Maidstone

ME15 6XB

Email

procurement.clients@hants.gov.uk

Country

United Kingdom

Region code

UKJ4 - Kent

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.kent.fire-uk.org/>

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

<https://in-tendhost.co.uk/hampshire/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Integrated Communication Control System (ICCS) and Command and Control Mobilising System

Reference number

EX21259

II.1.2) Main CPV code

- 35710000 - Command, control, communication and computer systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

THIS NOTICE IS BEING PUBLISHED ON BEHALF OF HAMPSHIRE & ISLE OF WIGHT FIRE AND RESCUE SERVICE

The NFSP is seeking to implement an integrated communication control system (ICCS) and command and control mobilising system for the Fire and Rescue authorities within the NFSP through a shared solution.

- a) A suitable hosted (or on premises) cloud-based solution including solution design and development
- b) Provision of software system(s) and licenses
- c) Provision of hardware
- d) Provision of interfacing of systems
- e) Training
- f) Software/Hardware support and maintenance
- g) Relevant Professional Services

to support the aims of the NFSP

All details can be found at <https://in-tendhost.co.uk/hampshire/>

II.1.5) Estimated total value

Value excluding VAT: £16,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ3 - Hampshire and Isle of Wight
- UKJ4 - Kent
- UKK15 - Wiltshire CC
- UKK2 - Dorset and Somerset
- UKK4 - Devon

II.2.4) Description of the procurement

The NFSP primarily delivers the Command and Control system function to its partners as well as aligned outcome based projects.

The NFSP Command and Control system takes incoming 999 and non-emergency calls, creates & manages incidents (full life cycle), allocates and mobilises resources as well as handling administrative functions. It is at the core of all the NFSP Partners statutory requirement commitments and is used 24 hours a day, 7 days a week, 365 days a year.

The NFSP's current Command and Control solution contract expires in June 2025, with KFRS in July 2025.

This purpose of this project is to procure a replacement managed solution including hardware and software via an open procurement, resulting in a single supplier contract. Submissions from Consortium arrangements will be subject to section 9 of the ITT document.

The replacement system can be hosted or installed locally but must ensure that resilient partnership working remains at the core of any proposal. It is anticipated that there would be a phased rollout out by site, with the three existing NFSP partners go live before Kent FRS.

The scope of the project includes:

Replacement of:

- Integrated Communications Control System ICCS
- Computer Aided Dispatch CAD/ Command and Control CAC
- Automatic Call Distribution System
- Recorder (Voice/data/video etc)
- Performance Dashboard/KPI reporting
- Web and mobile CAD viewing platforms
- Command and Control Gazetteer and Mapping tools

Consideration of additional tools which may be offered as an integrated part of a future solution e.g.

- Risk and resource coverage
- Integrated paging and instant messaging
- Teleconferencing facilities
- What3Words / GoodSAM app (or equivalent)
- Video and social media interaction
- Multi Agency Incident Transfer (MAIT)
- Fire Survival Guidance (FSG) App
- Hardware replacement - servers and clients
- Corporate Gazetteer replacement

- Social and other digital feed

Contractual details

- SLA's
- KPI's
- Reporting capabilities
- Data Recovery Points

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

There are four options to extend, each for a period of up to 12 months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Conditions related to this contract are shown within Annex 3 - Terms and Conditions of the published Tender documentation.

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-032253](#)

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

Originally published as:

Date

14 April 2023

Local time

2:00pm

Changed to:

Date

12 May 2023

Local time

2:00pm

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

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

14 April 2023

Local time

2:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom