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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](mailto: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](mailto: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](mailto: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](mailto: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

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## **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

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## **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.

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## **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

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## **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