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Not applicable

New Mobilising System

Scottish Fire and Rescue Service

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-004870

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

Published 14 February 2024, 8:47am

Section I: Contracting authority/entity

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

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

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-001011](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Time limit

Instead of

Date

11 March 2024

Local time

12:00pm

Read

Date

28 March 2024

Local time

12:00pm

Section number

IV.2.6

Place of text to be modified

Minimum time frame during which the tenderer must maintain the tender

Instead of

Date

12 July 2024

Read

Date

31 July 2024

Section number

IV.2.7

Place of text to be modified

Conditions for opening of tenders

Instead of

Date

11 March 2024

Local time

12:00pm

Read

Date

28 March 2024

Local time

12:00pm

VII.2) Other additional information

change of time for the receipt and opening of tender returns