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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](mailto: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](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19543)

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## **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

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## Section VI. Complementary information

### VI.6) Original notice reference

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

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## 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