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Contract

NWFC | Mobilising System Solution Procurement

North West Fire Control

F03: Contract award notice

Notice identifier: 2025/S 000-005447

Procurement identifier (OCID): ocds-h6vhtk-0436bd

Published 17 February 2025, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

North West Fire Control

Lingley Mere Business Park, Lingley Green Avenue

Warrington

WA5 3UZ

Email

Stuart.Hill@nwfirecontrol.com

Telephone

+44 813669410

Country

United Kingdom

Region code

UKD61 - Warrington

National registration number

06314891

Internet address(es)

Main address

<https://www.nwfirecontrol.com/>

Buyer's address

www.nwfirecontrol.com

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Fire service activities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NWFC | Mobilising System Solution Procurement

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Computer Aided Despatch (CAD) and Integrated Communication Control System (ICCS) and associated Services

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £15,275,577

II.2) Description

II.2.2) Additional CPV code(s)

- 35710000 - Command, control, communication and computer systems
- 42961000 - Command and control system

II.2.3) Place of performance

NUTS codes

- UKD61 - Warrington

Main site or place of performance

Warrington

II.2.4) Description of the procurement

NW Firecontrol Limited ("NWFC") serves 5.5 million people over a geographical area of 5000 square miles. This primarily comprises the regions of; Cheshire, Cumbria, Greater Manchester and Lancashire, with the ability to support other control rooms in times of need. As the first port of call to the public, NWFC coordinates the Fire & Rescue Services' response ensuring incidents are logged and managed throughout.

The following provides an overview of NWFC's requirement:

The provision of a new Computer Aided Dispatch (CAD), which works in conjunction with the Integrated Communication Control System (ICCS), and its associated services.

Design, delivery and implementation of all software, hardware and data storage solutions (inclusive of planning, testing, security and upskilling) to provide control and mobilising capability across multiple geographical areas, considering remote accessibility and integration to existing Fire Authority infrastructure.

24/7, 365 days per year maintenance and support for all software, hardware and data storage solutions, inclusive of ongoing updates provided to keep pace with technological and service enhancements throughout the life of the contract.

Overarching data management process to include all Fire Authority and non-Fire Authority data sources (inclusive of legacy data where required). This will manage the segmentation (where needed) and delivery of data into the live operational systems provided by/interfaced with the solution.

The contract term is from 20 January 2025 to 10 July 2033 with optional 3 x 1 year extension periods after that to 10 July 2036.

Several of the award criteria set out at II.2.5 were further subdivided as follows:

Mobilising System Solution – Core Requirements:

- Core Functionality Requirements: 3%
- Interface Requirements: 5%
- Non-Functional Requirements: 2%
- Security and Cyber-security: 10%

Mobilising System Solution - Functional Requirements:

- Emergency Call Handling and Special Attendances (3.1): 1%
- Emergency Call Handling and Special Attendances (3.2): 1%
- Emergency Call Handling and Special Attendances (3.3): 1%
- Locations and Address Matching: 1%
- Pre-Determined Attendance (PDA) and Resource Proposal Outcomes (3.5): 1%
- Pre-Determined Attendance (PDA) and Resource Proposal Outcomes (3.6): 1%
- Pre-Determined Attendance (PDA) and Resource Proposal Outcomes (3.7): 1%

- Incident Management: 1%
- Resource Management (3.9): 1%
- Resource Management (3.10): 1%
- Resource Management (3.11): 1%
- Call Functionality: 1%
- Radio Functionality: 1%
- User Functionality – System Solution Configuration: 1%
- Monitoring and Auditing: 1%
- Administration: 1%
- Incident Record Outcomes: 1%
- Incident Management: 1%
- Recording and Playback: 1%
- Maps, Gazetteer and GIS: 1%

Management Requirements:

- Implementation and Project Management: 10%
- Business Continuity: 5%
- Support and Maintenance: 10%
- Training Requirement (4.4): 3%
- Training Requirement (4.5): 2%

Social Value:

- Innovation and disruptive technologies: 5%
- Tackling inequality in the contract workforce: 5%

II.2.5) Award criteria

Quality criterion - Name: Mobilising System Solution - Descriptive Overview / Weighting: 20

Quality criterion - Name: Mobilising System Solution - Core Requirements / Weighting: 20

Quality criterion - Name: Mobilising System Solution - Functional Requirements / Weighting: 20

Quality criterion - Name: Management Requirements / Weighting: 30

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Quality Price Ratio (QPR) / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

NWFC may elect to extend the initial term of the contract by three 1-year extension periods from 10 July 2033. NWFC may require the Supplier to provide optional services, relating to: •changing the connection of the Mobilising System Solution from Airwave to ESN; •implementing an exit or partial exit of one or more of the Fire Authorities at the end of the initial term, whilst continuing to serve the remaining Fire Authorities for one or more extension periods.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

A redacted copy of the Mobilising System Solution contract, entered into between NW Firecontrol Ltd and Frequentis (UK) Ltd on 20 January 2025, is being published for transparency, to reflect best practice and as envisaged in clause 20.2 of the contract, on the Authority website at www.nwfirecontrol.com, under ABOUT, Mobilising System Solution Contract.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2024/S 000-003509](#)

Section V. Award of contract

Title

NWFC | Mobilising System Solution Procurement

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 January 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Frequentis (UK) Limited

Regal House, 70 London Road

Twickenham

TW1 3QS

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

National registration number

02704890

Internet address

<https://www.frequentis.com/en>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £15,275,577

Section VI. Complementary information

VI.3) Additional information

Total value of the procurement: •£11,742,693 for the initial term to 10 July 2033; plus •£3,532,884 for operational services for the optional 3-year extension to 10 Jul 2036. Indexation will be applied from year 3 after the system goes live. NWFC did not reserve the possibility of awarding the contract, without negotiation, on the basis of initial tenders, of which three were received. Only one final tender was received. Approximately 45% of the contractual obligations are likely to be subcontracted to third parties.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=922705205>

GO Reference: GO-2025217-PRO-29458097

VI.4) Procedures for review

VI.4.1) Review body

NW Firecontrol Limited

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