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Award

Station End PSTN Upgrade

Cheshire Fire Authority

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-009204

Procurement identifier (OCID): ocds-h6vhtk-0614c8 ([view related notices](#))

Published 2 February 2026, 6:30pm

Scope

Reference

CPA/SPU/2740F

Description

To maintain resilience in mobilising fire crews and appliances from station end equipment, it is essential to upgrade the existing PSTN modems to 4G routers. This upgrade is required due to BT's announcement that analogue PSTN lines will begin decommissioning from December 2025. While this timeline may be extended by a few years, the risk to operational reliability remains significant.

Supplier - Telent Technology Services Limited

Contract Value -£176,515.46 plus VAT

Contract 1. Station End PSTN Upgrade

Supplier

- TELENT TECHNOLOGY SERVICES LIMITED

Contract value

- £211,818 including VAT

Above the relevant threshold

Earliest date the contract will be signed

16 February 2026

Contract dates (estimated)

- 17 February 2026 to 16 August 2026
- 6 months

Main procurement category

Goods

CPV classifications

- 48800000 - Information systems and servers

Contract locations

- UKD6 - Cheshire

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

Required to be compatible with an existing asset.

A successful proof of concept was previously conducted using Cheshire's CradlePoint routers connected to Police HQ. However, NWFC has since worked with Telent & IT Services to develop a more resilient solution, hosting central routers directly at NWFC.

This configuration offers improved resilience and complete segregation from the CFRS network, ensuring continued operation even if a station loses network connectivity or the

link between Police HQ and NWFC fails. Telent, who currently supports both the Multitone CCPs and NWFC infrastructure, is uniquely positioned to implement the necessary changes at both ends of the connection. No other supplier can fulfil this requirement due to the integrated nature of the systems. An alternative approach was considered, where Telent would handle configuration under the existing support contract and CFRS would procure routers separately via InSight. However, CradlePoint confirmed that licensing constraints prevent Telent from managing routers not purchased through them.

Supplier

TELENT TECHNOLOGY SERVICES LIMITED

- Companies House: 00703317
- Public Procurement Organisation Number: PYGC-6427-QMNZ

Abel Smith House, Gunnels Wood Road

Stevenage, Hertfordshire

SG1 2ST

United Kingdom

Email: centraldigitalplatform@telent.com

Website: <http://www.telent.com>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Station End PSTN Upgrade

Contracting authority

Cheshire Fire Authority

- Public Procurement Organisation Number: PXBC-3252-DZQJ

HQ/Training Centre, Sadler Road

Winsford, Cheshire

CW7 2FQ

United Kingdom

Email: jacqui.williams@cheshire.police.uk

Region: UKD63 - Cheshire West and Chester

Organisation type: Public authority - sub-central government