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Contract

New Mobilising System

Scottish Fire and Rescue Service

F03: Contract award notice

Notice identifier: 2024/S 000-013764

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

Published 29 April 2024, 3:16pm

Section I: Contracting authority

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

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

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 35710000 - Command, control, communication and computer systems
- 35711000 - Command, control, communication systems
- 42961000 - Command and control system

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

SFRS are a national organisation delivering front-line services locally from three strategically positioned hubs, or Service Delivery Areas (SDA) based in the North, West and East of Scotland.

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

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

SFRS reserves the right to procure additional services throughout the duration of the contract in line with the contractor rates submitted as part of the tender submissions.

II.2.13) Information about European Union Funds

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

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

Section V. Award of contract

Contract No

T5A-007-2324

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.3) Additional information

This contract provision is business critical to the Scottish Fire and Rescue Service whereby the timescales stated within the ITT documentation is reflective of the urgency of the requirement and is being undertaken due to the termination of a previous contract.

(SC Ref:765116)

VI.4) Procedures for review

VI.4.1) Review body

Court of Session

Parliament House, Parliament Square

Edinburgh

EH1 1 RQ

Telephone

+44 1312252585

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Scottish Fire and Rescue Service (SFRS) must, by notice in writing as soon as possible after the decision has been made, inform all tenderers and candidates of its decision to award the contract, conclude the framework agreement or establish a dynamic purchasing system. The SFRS will incorporate a minimum 10 calendar day standstill at the point information on the contract award is communicated to tenderers. The SFRS is obliged to comply with the regulations and any eligible economic operator can bring an action in the Court of Session where as a consequence of a breach by the SFRS, they suffer or risk suffering loss or damage. The bringing of court proceedings during the standstill period means that the SFRS must not enter into the contract, conclude the framework agreement or establish the dynamic purchasing system unless the proceedings are determined, discontinued or disposed of: or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations.