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Contract

Software Support & Maintenance for Command and Control

West Midlands Fire and Rescue Authority

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-013971

Procurement identifier (OCID): ocds-h6vhtk-060d42 ([view related notices](#))

Published 16 February 2026, 3:56pm

Scope

Reference

C5941

Description

This notice is to notify of the award a 6-month contract, from 1 March 2026 - 31st August 2026 to SSS Public Safety Ltd for the provision of urgent continued support and maintenance for the Authority's command and control system, while the implementation of a replacement system takes place.

Contract 1. Support and Maintenance of Command & Control

Supplier

- SSS Public Safety Ltd

Contract value

- £185,000 excluding VAT
- £222,000 including VAT

Above the relevant threshold

Date signed

5 February 2026

Contract dates

- 1 March 2026 to 31 August 2026
- 6 months

Main procurement category

Services

CPV classifications

- 42961000 - Command and control system
- 72253200 - Systems support services

Contract locations

- UKG3 - West Midlands

Justification for not setting key performance indicators

The contract value does not require three KPIs to be set.

Service Level Standards have been set to include initial response and resolution times for critical, major, minor and Noef software support.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Extreme and unavoidable urgency

The award of this contract is due to unavoidable delays in the implementation of a replacement command and control system.

Supplier

SSS Public Safety Ltd

- Companies House: 13052116

C/O Nec Software Solutions, Suite 101 1st Floor Imex Centre, 575-599 Maxted Road,

Hemel Hempstead

HP2 7DX

United Kingdom

Email: sales@sss-publicsafety.com

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Support and Maintenance of Command & Control

Contracting authority

West Midlands Fire and Rescue Authority

- Public Procurement Organisation Number: PPTP-2948-MYQP

Fire Service Headquarters, 99 Vauxhall Road

Birmingham

B7 4HW

United Kingdom

Email: procurement@wmfs.net

Website: <https://www.wmfs.net/>

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government