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Contract

Provision of Call-touch (Command and Control)

Scottish Fire and Rescue Service

F03: Contract award notice

Notice identifier: 2024/S 000-018262

Procurement identifier (OCID): ocds-h6vhtk-04024c

Published 13 June 2024, 8:38am

Section I: Contracting authority

I.1) Name and addresses

Scottish Fire and Rescue Service

Headquarters, Westburn Drive

Cambuslang

G72 7NA

Contact

Calum Anderson

Email

calum.anderson@firescotland.gov.uk

Telephone

+44 1416464637

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

Provision of Call-touch (Command and Control)

Reference number

V5A-052-2324

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Provision of CallTouch

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: £48,553

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scottish Fire and Rescue Service Headquarters, Westburn Drive, Cambuslang, G72 7NA

II.2.4) Description of the procurement

The Scottish Fire and Rescue Service currently operates three Operations Control (OC) located in Dundee, Edinburgh and Johnstone. Each OC operates with a mobilising system (CAD - Computer Aided Dispatch), telephony and radio system (ICCS - Integrated Communications Control System), interconnected to various networks and ultimately to Station End Kit which notifies crews when they are required to attend incidents. These networks also allow telephony to connect to the Operations Control Room and Airwave Radio to facilitate incident ground communication. Following the award of a contract to a new contractor, it was intended that SFRS would switch off legacy CAD and ICCS provision when the new contract provision went live. This new contract was recently terminated before the solution could be implemented. As a result, there is a need for the SFRS to maintain current service provision for all three OC's with existing legacy services providers to ensure the continuation of service provision in the interim period until a new mobilising system can be procured and fully implemented. This notice relates to the ICCS provision at Edinburgh OC.

II.2.5) Award criteria

Quality criterion - Name: quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

The SFRS was established by the Police and Fire Reform Act (Scotland) 2012 (the Act) and replaced the previous eight legacy services, each of whom operated their own independent Operations Controls (OC's).

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: [2023/S 000-027768](#)

Section V. Award of contract

Contract No

V5A-052-2324

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 September 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 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

Zetron Inc

27-29 Campbell Court

Bramley

RG26 5EG

Telephone

+44 1256880663

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

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

Total value of the contract/lot: £48,553

Section VI. Complementary information

VI.3) Additional information

(SC Ref:769354)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff and Justice of the Peace Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Any economic operator that suffers, or risks suffering loss, damage attributable to a breach of duty under the Public Contract (Scotland) Regulations 2015 (SSI2015/446) (as amended) may bring proceedings to the Sheriff Court or the Court of Session