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Award

## **Provision of Call-touch (Command and Control)**

Scottish Fire and Rescue Service

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-027768

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

Published 20 September 2023, 12:14pm

### **Section I: Contracting authority/entity**

#### **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](mailto: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](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

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## **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.2.11) 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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated without a prior call for competition

- The works, supplies or 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).

The new national SFRS rationalised the 8 legacy Fire & Rescue Service Operations Controls (OC's) into 3 Service Delivery Area (SDA) OCs resulting in each OC operating a different CCMS platforms based upon their original legacy mobilising systems, consisting of either integrated, or separate but interdependent technologies enabling them to perform all of their functions.

Each OC operated with a mobilising system (CAD – Computer Aided Dispatch), telephony and radio systems (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.

In 2018 the SFRS awarded a contract to replace existing legacy systems and had been working with the contractor towards the implementation of the new solution, whilst still continuing with legacy service provision in order to ensure there was no impact on operational requirements.

In early 2023 before the new system went live, the SFRS terminated the contract. The Service is now about to commence a new procurement process for a New Mobilising System. In the interim period until the procurement process can be completed and the New Mobilising System is fully operational, it will be necessary to continue with the existing legacy service providers at the three locations of Edinburgh, Dundee and Johnstone.

Each location operates a bespoke solution, which the original providers of the systems are required to service and maintain due to the technical nature of the systems at each OC.

Zetron previously NEC are one of the legacy suppliers to the SFRS. It is therefore the intention of SFRS to enter into a further contract with Zetron for the continuation of the necessary support and maintenance for relevant sites due to Zetron having supplied and installed the existing bespoke legacy systems and also being the provider of the support and maintenance. It is necessary for the same supplier to continue with this service provision to ensure continuity in the interim.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

### **Contract No**

V5A-052-2324

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

19 September 2023

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

Zetron Inc

27-29 Campbell Court

Bramley

RG26 5EG

Telephone

+44 1256880663

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor/concessionaire is an SME

No

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

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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=745255](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=745255).

(SC Ref:745255)

### **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