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Contract

Integrated Communication Control System (ICCS) and Command and Control Mobilising System

HAMPSHIRE & ISLE OF WIGHT FIRE AND RESCUE SERVICE

Dorset & Wiltshire Fire and Rescue Service

Devon & Somerset Fire and Rescue Service

Kent Fire and Rescue Service

F03: Contract award notice

Notice identifier: 2024/S 000-028906

Procurement identifier (OCID): ocds-h6vhtk-03ebcd

Published 10 September 2024, 10:09am

Section I: Contracting authority

I.1) Name and addresses

HAMPSHIRE & ISLE OF WIGHT FIRE AND RESCUE SERVICE

Leigh Road

Eastleigh

SO50 9SJ

Email

procurement.clients@hants.gov.uk

Country

United Kingdom

Region code

UKJ3 - Hampshire and Isle of Wight

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.hantsfire.gov.uk

I.1) Name and addresses

Dorset & Wiltshire Fire and Rescue Service

Five Rivers Health and Wellbeing Centre

Salisbury

SP1 3NR

Email

procurement.clients@hants.gov.uk

Country

United Kingdom

Region code

UKK - South West (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.dwfire.org.uk

I.1) Name and addresses

Devon & Somerset Fire and Rescue Service

The Knowle

Clyst St George, Exeter

EX3 0NW

Email

procurement.clients@hants.gov.uk

Country

United Kingdom

Region code

UKK - South West (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.dsfire.gov.uk

I.1) Name and addresses

Kent Fire and Rescue Service

The Godlands

Tovil, Maidstone

ME15 6XB

Email

procurement.clients@hants.gov.uk

Country

United Kingdom

Region code

UKJ4 - Kent

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.kent.fire-uk.org/>

I.2) Information about joint procurement

The contract involves joint procurement

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

Integrated Communication Control System (ICCS) and Command and Control Mobilising System

Reference number

EX23887

II.1.2) Main CPV code

- 35710000 - Command, control, communication and computer systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

THIS NOTICE IS BEING PUBLISHED ON BEHALF OF HAMPSHIRE & ISLE OF WIGHT FIRE AND RESCUE SERVICE AS PART OF THE NETWORKED FIRE SERVICES PARTNERSHIP (NFSP)

The NFSP has sourced a solution to implement an integrated communication control system (ICCS) and command and control mobilising system for the Fire and Rescue authorities within the NFSP through a shared solution.

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: £23,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

- UKJ4 - Kent
- UKK15 - Wiltshire CC
- UKK2 - Dorset and Somerset
- UKK4 - Devon

II.2.4) Description of the procurement

The NFSP comprises the organisations of Devon & Somerset FRS (DSFRS), Dorset & Wiltshire FRS (DWFRS), Hampshire & Isle of Wight FRS (HIWFRS), and Kent FRS (KFRS), and primarily delivers the Command and Control system function to its partners as well as aligned outcome based projects.

This Command and Control system takes incoming 999 and non-emergency calls, creates & manages incidents (full life cycle), allocates and mobilises resources as well as handling administrative functions. It is at the core of all the NFSP Partners statutory requirement commitments and is used 24 hours a day, 7 days a week, 365 days a year.

This project has successfully sourced a replacement solution including hardware and software. The NFSP will work with the Supplier in a collaborative relationship throughout the life of the contract to not only deliver the required services, but to support changes that reflect latest ideas, opportunities, and directives where appropriate and allowable.

The replacement system is to be hosted and ensures a resilient partnership working remains at the core of any proposal.

In summary, the scope of the project included:

Replacement of :

- Integrated Communications Control System (ICCS)
- Computer Aided Dispatch (CAD)/ Command and Control (CAC)
- Automatic Call Distribution System
- Recorder (voice/data/video etc)
- Performance Dashboard/KPI reporting/wallboard feeds
- Web and mobile CAD viewing platforms
- Command and Control Gazetteer and Mapping tools

- Officer mobilising solution
- Hardware replacement - servers and clients

II.2.5) Award criteria

Quality criterion - Name: Submission of Quality Questionnaire / Weighting: N/A

Price - Weighting: 100%

II.2.11) Information about options

Options: No

II.2.14) Additional information

For clarity, and to explain the percentage weightings above, the evaluation methodology used was Price Per Quality Point.

This means no separate weighting for price and quality, as both combine to the full 100% weighting.

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 000-001987](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 August 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

SSS Public Safety Ltd

C/O Nec Software Solutions

Suite 101 1st Floor Imex Centre, 575-599 Maxted Road, Hemel Hempstead, Hertfordshire

HP2 7DX

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

Companies House

13052116

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £23,000,000

Total value of the contract/lot: £23,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

London

WC2A 2LL

Country

United Kingdom