

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/028906-2024>

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](mailto: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](http://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](mailto: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](http://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](mailto: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](http://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](mailto: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