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Planning

New Mobilising System

Scottish Fire and Rescue Service

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-033293

Procurement identifier (OCID): ocids-h6vhtk-04175a

Published 10 November 2023, 11:55am

Section I: Contracting authority

I.1) Name and addresses

Scottish Fire and Rescue Service

Headquarters, Westburn Drive

Cambuslang

G72 7NA

Contact

Donna Fallon

Email

donna.fallon@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.3) Communication

Additional information can be obtained from the above-mentioned address

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

New Mobilising System

Reference number

T5A-007-2324

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

SFRS is seeking to procure a new externally hosted mobilising solution based on a commercial, off the shelf (COTS) solution or platform to support the SFRS in meeting its commitments and to assist in delivering on its strategic objectives.

The scope of the New Mobilising System will include for the following as a minimum:

- Facilitate the answering of emergency calls, aid control operators in ascertaining the location and nature of emergencies and initiate the mobilisation of appropriate resources.
- Provide management of telephony and radio calls, provide a facility to manage incident activity and to mobilise and control resources associated with all SFRS operations.
- Provide management information and reporting systems, and call recording and storage systems for control operator activity.
- Analysis, review and re-engineering of business processes, teams and data supported by the new technology.
- Design and delivery of a staff training programme for operators, users, and those who interact with the system.

- Provision of 999 telephony

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 35710000 - Command, control, communication and computer systems
- 35711000 - Command, control, communication systems
- 42961000 - Command and control system

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

SFRS are a national organisation delivering front-line services locally from three strategically positioned hubs, or Service Delivery Areas (SDA) based in the North, West and East of Scotland.

SFRS is seeking to procure a new externally hosted mobilising solution based on a commercial, off the shelf (COTS) solution or platform to support the SFRS in meeting its commitments and to assist in delivering on its strategic objectives.

The scope of the New Mobilising System will include for the following as a minimum:

- Facilitate the answering of emergency calls, aid control operators in ascertaining the location and nature of emergencies and initiate the mobilisation of appropriate resources.
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- Provide management information and reporting systems, and call recording and storage systems for control operator activity.

- Analysis, review and re-engineering of business processes, teams and data supported by the new technology.
- Design and delivery of a staff training programme for operators, users, and those who interact with the system.
- Provision of 999 telephony

II.2.14) Additional information

SFRS will be making use of the Open Procedure for this requirement and are aiming to issue the ITT by 22nd November 2023.

II.3) Estimated date of publication of contract notice

22 November 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

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=750037.

(SC Ref:750037)