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Award

CAD Update and Support and Maintenance

Northern Ireland Fire and Rescue Service

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-042165

Procurement identifier (OCID): ocds-h6vhtk-056429 ([view related notices](#))

Published 22 July 2025, 4:40pm

Scope

Description

Northern Ireland Fire and Rescue Service (NIFRS) require an update to their existing a Computer Aided Dispatch (CAD) system to be implemented and operational by 31st December 2026 and remain operational until the new Command and Control Mobilising Solution (CCMS) goes live, circa 2029.

Contract 1. CAD Update and Support and Maintenance

Supplier

- MOTOROLA SOLUTIONS UK LIMITED

Contract value

- £11,200,000 excluding VAT
- £13,440,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

1 August 2025

Contract dates (estimated)

- 1 August 2025 to 31 December 2028
- Possible extension to 31 December 2029
- 4 years, 5 months

Description of possible extension:

Extension period are 2x 6 month periods.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons

NIFRS analysis of the options to procure a fully supported CAD the short time period of January 2027 until April 2029 (estimated) have shown that taking a version update from the current supplier is the only viable option to achieve the deadline of 31st December 2026. Implementation of a new CAD would take 18-24 months which would mean NIFRS would miss 31st December 2026 deadline. Motorola Solutions own the intellectual property rights and hold the source code for the CAD system and are the only supplier that can provide updates to the existing CAD.

Supplier

MOTOROLA SOLUTIONS UK LIMITED

- Companies House: 00912182
- Public Procurement Organisation Number: PQTV-4329-ZDPL

Nova South

London

SW1E 5LB

United Kingdom

Email: andy.glover@motorolasolutions.com

Website: <https://www.motorolasolutions.com/>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. CAD Update and Support and Maintenance

Contracting authority

Northern Ireland Fire and Rescue Service

- Public Procurement Organisation Number: PLBR-6377-MHGZ

1 Seymour Street

Lisburn

BT27 4SX

United Kingdom

Contact name: Dawn Bradley

Email: NIFRSProcurement@nifrs.org

Region: UKN0E - Lisburn and Castlereagh

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland