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Planning

## **Risk Management System Project**

Royal Berkshire Fire and Rescue Service

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-051383

Procurement identifier (OCID): ocds-h6vhtk-058e09

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## **Scope**

## **Description**

Royal Berkshire Fire and Rescue Service is committed to delivering high-quality prevention and protection services and invites tenders for the supply, configuration, implementation, and support of a Prevention, Protection and Risk Management System. The new system is required to support the Fire Authority in meeting its statutory duties and operational priorities under the Fire and Rescue Services Act 2004, the Regulatory Reform (Fire Safety) Order 2005, the Fire Safety Act 2021, Fire Safety (England) Regulations 2022, the Building Safety Act 2022 and the National Fire Chiefs Council's (NFCC) guidance.

### **7. LEGAL AND REGULATORY COMPLIANCE**

In compliance with the UK Government Procurement Act 2023, the system and procurement must:

- Be transparent: all technical and commercial criteria will be openly published and justified.
- Ensure fair treatment of all potential suppliers.

- Include social value outcomes, such as local workforce development or sustainability contributions.
- Demonstrate value for money across the lifecycle, including maintenance and scalability.
- Support future upgrades and prevent vendor lock-in through modular, standards-based design.

## 8. SUPPLIER DELIVERABLES

The successful bidder must deliver:

- A fully operational and integrated Prevention, Protection and Risk Management System
  - Data migration from legacy systems
  - User documentation and technical architecture
  - Configuration of workflows, alerts, and user roles
  - Training for RBFRS prevention, protection and risk officers, IT administrators, and management
  - Ongoing technical support (minimum 3-year term, extendable)
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## CORE FUNCTIONAL REQUIREMENTS

### 9. PREVENTION MODULE

- 9.1 Case management for Safe and Well visits, referrals, and outcomes.
- 9.2 Risk profiling of households and individuals.
- 9.3 A search facility to match people to different addresses when they move.
- 9.4 Recording of community prevention activities
- 9.5 Mobile access for field personnel.
- 9.6 Reporting, scheduling and workforce management for prevention activity.

9.7 Document capture and upload of Fire Investigation and Significant Fire Incident Review outcomes.

## 10. PROTECTION MODULE

10.1 Risk-Based Inspection Programme (RBIP) management.

10.2 Premises and inspection case file management.

10.3 Recording of Building Consultations

10.4 Ability to search on and match, multiple properties where the Responsible Person (RP), Accountable Person (AP) and Principle Accountable Person (PAP) is the same person.

10.5 Accurate recording of High-Rise Residential Premises and those within Interim Measures.

10.6 Workflow for, notices, statutory letters, enforcement action, legal escalation, legally compliant for note taking and legally compliant for taking photographs.

10.7 Integration with local gazetteers (e.g. LLPG), building data sources, mapping systems, and national databases (e.g. BSR).

10.8 Document and image capture, upload, and linking to premises records.

10.9 Report functionality for statistical and analytical purposes with API capability.

## 11. RISK MODULE

11.1 Community Risk Management Plan (CRMP) data integration

11.2 Dynamic risk mapping and analytical dashboards.

11.3 Fire risk scoring at building, street, and area level.

11.4 Real-time reporting and forecasting tools

## 12. NON-FUNCTIONAL REQUIREMENTS

12.1 Security: Must comply with ISO 27001 and UK Cyber Essentials standards.

12.2 Data Protection: Full compliance with UK GDPR; data stored within the UK, Data Protection Act 2018 and the Data (Use and Access) Act 2025 (DUAA)

12.3 Accessibility: User interface accessible to COGA, WCAG 2.2 AA standards and principles of Inclusive Design.

12.4 Scalability: Support future functional expansion and user base growth.

12.5 Integration: Must support RESTful APIs and standard data exchange formats (e.g., XML, JSON).

12.6 Seamless integration with RBFRS technology ecosystem and identity management.

12.7 User Experience: A modern, responsive interface suitable for a wide range of user types, committing to future enhancements to keep up with new and emerging technologies, specifically including AI.

12.8 Legislative: There must be a clear and documented approach to responding to any legislative, regulatory or similar changes relating to how the Fire Service make information available or services which the organisation must provide.

12.9 Availability: Cloud-based system with at least 99.9% availability SLA, with 24/7 usability.

12.10 Disaster Recovery: Robust backup and recovery provisions.

12.11 Advanced analytics: The system must allow for advanced analytics with use of RBFRS toolsets by either directly integrating or offering direct access to live data without detriment to performance of the system.

12.12 Automation and triggers: The system must offer automation to reduce staff workloads and support improvements in service delivery to the public.

## 13. IMPLEMENTATION REQUIREMENTS

13.1 Implementation must be completed within a reasonable amount of time from contract award

13.2 Supplier must produce a detailed implementation plan including:

13.2.1 Discovery and gap analysis.

13.2.2 Data migration strategy.

13.2.3 Integration architecture.

13.2.4 User acceptance testing (UAT).

13.2.5 Go-live and post-go-live support plan.

#### 14. SUPPORT AND MAINTENANCE

14.1 Supplier must provide a 1st, 2nd, and 3rd line support model.

14.2 Service Desk availability Monday-Friday, 07:00-19:00 (excluding Bank Holidays).

14.3 Clear SLAs for incident response and resolution.

14.4 Regular updates and patching schedule.

14.5 Annual system health check and performance review.

#### 15. TRAINING AND DOCUMENTATION

15.1 Onsite or remote training for super users and end-users.

15.2 System administration training for ICT personnel.

15.3 Provision of user guides, quick reference guides, and online support materials.

### **Contract dates (estimated)**

- 1 February 2027 to 15 April 2037
- 10 years, 2 months, 15 days

### **Main procurement category**

Services

### **CPV classifications**

- 48100000 - Industry specific software package
- 48600000 - Database and operating software package

- 48700000 - Software package utilities
- 48900000 - Miscellaneous software package and computer systems
- 72500000 - Computer-related services

## **Contract locations**

- UKJ11 - Berkshire

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## **Engagement**

### **Engagement deadline**

17 October 2025

### **Engagement process description**

RBFRS would like to carry out a period of soft market engagement to gain understanding of the potential solutions available. Interested suppliers will be invited to demonstrate their solution offerings during an engagement session at the RBFRS HQ in Calcot, or over Teams, depending upon the most logistically appropriate and at RBFRS discretion. Market Engagement and all demonstrations of solutions to be completed by mid-October 2025.

To book a slot email at [bhandaris@rbfrs.co.uk](mailto:bhandaris@rbfrs.co.uk) , with your organisation's name, contact details and time and date for demonstration. Slots will be allocated on first come first serve basis.

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## **Participation**

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Contracting authority**

### **Royal Berkshire Fire and Rescue Service**

- Public Procurement Organisation Number: PGTB-9133-ZLDZ

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Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government