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Planning

Person Centred Case Management IT System

Devon & Somerset Fire & Rescue Authority

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

Notice identifier: 2025/S 000-055425

Procurement identifier (OCID): ocds-h6vhtk-0597a0

Published 10 September 2025, 2:25pm

Scope

Reference

DS516-25

Description

Devon and Somerset Fire and Rescue Authority (DSFRA) requires a Person Centred Case Management IT system to support its Prevention Service.

The prevention teams are currently recording data across multiple recording tools including in-house applications and spreadsheets. The prevention service is made up of the following teams with approximately 100 members of staff:

? Home Fire Safety & Partnerships

? Safeguarding

? Fire Safety Interventions

? Education and C&YP

? Road Safety Education

? Community Risk

? Fire Investigation

? Quality Assurance & Evaluation

Home Fire Safety Team

The team support members of the community in making their homes safe through targeted advice and home safety visits.

Some visits are higher risk requiring an enhanced person-centred home safety visit. DSFRS will fit additional equipment based on individual needs and make safeguarding/welfare referrals where required.

Home fire safety team have a partnership network within communities and work with partner agencies, community groups and initiatives; to ensure we reach the most vulnerable communities.

Approximate number of referrals per year: c14000

Approximate number of visits per year: c16000

Safeguarding Team

As a fire and rescue service we have a duty of care to report and act when there is a safeguarding concern with a child or vulnerable adult. During staff engagement with the public, individuals/teams may come across varying levels of complexity and issues that may raise concerns which are referred to the internal Safeguarding Team to assess and work alongside multi-agencies.

Approximate number of referrals per year: c1500

Fire Safety Intervention Team

Our Fire Safety Intervention Programme works with children and young people up to the age of 18, who play with or show an unhealthy interest in setting fires.

Approximate number of referrals per year: c100

We are conducting early market engagement as we are looking to devise the scope of the new contract for case management software.

We are looking toward suppliers in this market to help inform our decision making and would appreciate your views and insight on the services we are looking to procure.

We are requesting that suppliers in this market complete a "Requirements Questionnaire" and return it to us via email no later than 5pm on 3rd October 2025.

To request a copy of the "Requirements Questionnaire" document please email address: Pete Aighton (paighton@dsfire.gov.uk)

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKK23 - Somerset
 - UKK4 - Devon
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Engagement

Engagement deadline

3 October 2025

Engagement process description

Devon & Somerset Fire & Rescue Authority are looking to engage with the market to understand the art of the possible within the area of person centred case management.

The Authority requests suppliers email Pete Aighton at paighton@dsfire.gov.uk to request a copy of the requirement and further details of the engagement.

Suppliers who meet the requirement may be invited to present to the team to demonstrate their solution and feed in to the requirement.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

5 January 2026

Contracting authority

Devon & Somerset Fire & Rescue Authority

- Public Procurement Organisation Number: PNLD-1131-HTWN

Service Headquarters

Exeter

EX3 0NW

United Kingdom

Contact name: Pete Aighton

Email: paighton@dsfire.gov.uk

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government