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Tender

Internal Communications Software

South Wales Fire and Rescue Service

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057873

Procurement identifier (OCID): ocds-h6vhtk-059d95

Published 18 September 2025, 4:54pm

Scope

Reference

SWITQ178

Description

South Wales Fire and Rescue Service are seeking to introduce an internal corporate communications platform to enhance employee engagement, streamline messaging and provide data rich and useful analytics across the Service.

The primary objectives of this ITQ are to:

- Implement a centralised internal communications platform.
- Improve employee engagement and reach across departments.
- Enable content creation using templates for emails and PDFs.
- Track and analyse communication metrics such as open rates, read time, device usage, and engagement levels.

Total value (estimated)

- £120,000 excluding VAT
- £144,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2030
- Possible extension to 30 November 2033
- 8 years

Description of possible extension:

Extensions are available upon satisfactory performance

Main procurement category

Goods

CPV classifications

- 48510000 - Communication software package

Contract locations

- UKL2 - East Wales

Participation

Conditions of participation

As per Invitation to Quote Pack

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

9 October 2025, 5:00pm

Tender submission deadline

16 October 2025, 12:00pm

Submission address and any special instructions

www.sell2wales.gov.wales

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type
Technical	Technical	Quality
Social Value	Technical	Quality
Price	Technical	Price

Weighting description

Technical

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=346350

ITQ Part 1

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=346351

ITQ Part 2

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=346352

Appendix 1 - Business Continuity

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=346353

Appendix 2 - Terms and Conditions

Contracting authority

South Wales Fire and Rescue Service

- Public Procurement Organisation Number: PQMW-9436-MMYZ

Headquarters, Forest View Business Park

Llantrisant

CF72 8LX

United Kingdom

Contact name: Lee Bunkham

Telephone: 01443 232090

Email: L-Bunkham@southwales-fire.gov.uk

Website: <https://www.southwales-fire.gov.uk>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales