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Contract

Provision for Website Replacement

Royal Berkshire Fire Authority

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-059346

Procurement identifier (OCID): ocds-h6vhtk-05a14b

Published 24 September 2025, 3:23pm

Scope

Reference

1561

Description

Royal Berkshire Fire and Rescue Service (RBFRS) needs to deliver important information to keep its communities safe, as well as engage with different people about the work that it does.

RBFRS's website (rbfrs.co.uk) is a key channel for engaging with the public. In 2024, the website was visited by 370,000 people, with a total of 604,000 page views.

Due to the end of its current contract, RBFRS is seeking a supplier to host its external website. Due to the timescales associated with the contract, all existing pages and content from the current website will need to be migrated to the new platform.

The deadline for implementation of the website is 1ST November 2025. Our objectives are as follows:

Create a website that provides communities and wider stakeholders with a wide range of information relating to RBFRS's activities, community safety, careers, governance and events.

Provide a user friendly and intuitive system for our teams to use when uploading and editing content on the website. Provide a provision for the hosting of Fire Authority documents on the website. Improve data sharing on the website, with the ability to integrate to other systems, such as PowerBi to display key data for public transparency. Provide accessibility from a range of devices, meeting accessibility standards (Web Content Accessibility Guidelines - WCAG) with testing completed to ensure compliance ahead of the changeover. Provide a resilient capability by partnering with a supplier who can host the new website and provide industry experts to help evolve the application moving forward, therefore providing a future proof solution.

Provide data storage, with streamlined and improved archiving and destruction processes, supporting compliance with GDPR and ease of access to information for reporting. Provide the functionality to produce online newsletters, so that RBFRS can produce targeted email communication materials. The procurement process was conducted through a Request for Quotation (RFQ) method, following a quality and price evaluation criterion.

In line with procurement procedures, three (3) eligible suppliers were identified and selected to participate. An RFQ pack, containing all relevant specifications and instructions, was sent to the three suppliers via the In-tend portal.

Contract 1

Supplier

- SOFTCAT PLC

Contract value

- £100,000 excluding VAT
- £120,000 including VAT

Below the relevant threshold

Date signed

1 August 2025

Contract dates

- 4 August 2025 to 31 October 2028
- Possible extension to 31 October 2030
- 5 years, 2 months, 28 days

Description of possible extension:

The contract has the option to extend for additional two years in one-year intervals until 31st October 2030.

Main procurement category

Services

CPV classifications

- 72421000 - Internet or intranet client application development services

Contract locations

- UKJ11 - Berkshire

Key performance indicators

Name	Description	Reporting frequency
Uptime of Website	We expect our website in the hosting location to be available 99.9% of the time to visitors.	12 months
Customer service	Acknowledgement of requests within 24 hours (normal working hours Monday-Friday)	12 months
Review Meeting	Monthly customer success meetings between the Service and the service provider.	1 months
Development Request	The ability to meet development requests on at least 80% of occasions	12 months

Procedure

Procedure type

Below threshold - limited competition

Supplier

SOFTCAT PLC

- Companies House: 02174990
- Public Procurement Organisation Number: PZRT-9169-TVMT

Solar House, Fieldhouse Lane

Marlow

SL7 1LW

United Kingdom

Email: psitq@softcat.com

Website: <http://Softcat.com>

Region: UKJ13 - Buckinghamshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Royal Berkshire Fire Authority

- Public Procurement Organisation Number: PGTB-9133-ZLDZ

Newsham Court

Reading

RG31 7SD

United Kingdom

Email: procurementenquiries@rbfrs.co.uk

Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government