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Contract

Critical Mobilising System & Equipment Support SLA

Cornwall Council

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

Notice identifier: 2025/S 000-062819

Procurement identifier (OCID): ocds-h6vhtk-05a970

Published 7 October 2025, 11:45am

Scope

Reference

DN787735

Description

The specification that applies to this quotation and any eventual contract is as below:

This contract covers the provision of critical maintenance and out of hours support for the alerting and mobilising technologies across all of Cornwall's 31 Fire Stations and 9x Remote Sites, including Fire HQ. This includes bespoke fire equipment and technology that are critical to the fire service incident response management capability that ensures the right resources are mobilised as quickly as possible to the correct location. To include:

Fire Station - Alerting and mobilising equipment - hardware and software issues,

GD92 / MG4 Principles (Emergency Communications Protocol)

(Fire Service) Firecoder installation/swap-outs using appropriate configuration files.

Power Supply Unit failures, testing and swap-outs

(Fire Service) RPT1102 Transmitter Programming, testing and swap-outs

4g bearer alerting support, break/fix, e.g. Cradlepoints (IBR1700) faults/fixes

Airwave Radio 'Plug and Play' across various SAN equipment. E.g. SAN J

70x Win11 Ruggedized Win11 Mobile Data Terminals used across the services vehicle fleet.

Diagnostics and support for bespoke fire service risk management software that underpin the services incident operations. E.g. Airbus SafeCommand

Provide triage support in collaboration with Critical Control for 1st and 2nd line diagnostics

Coordinate PAT Testing of the alerting equipment across all 31 fire stations and 9 remote sites.

The CFRS has support provision for in-hours, so this SLA is critical to ensure any outage or failures outside of core working hours including the weekend is available when needed with adequate cover and resilience in the event of spare conditions.

Contract 1. Critical Mobilising System & Equipment Support SLA

Supplier

- Mitchell Communications Ltd

Contract value

- £150,000 excluding VAT

- £180,000 including VAT

Below the relevant threshold

Date signed

24 September 2025

Contract dates

- 24 September 2025 to 23 September 2027
- Possible extension to 23 September 2028
- 3 years

Description of possible extension:

A one 12 month extension is available for this contract

Main procurement category

Services

CPV classifications

- 35000000 - Security, fire-fighting, police and defence equipment
- 98000000 - Other community, social and personal services

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - limited competition

Supplier

Mitchell Communications Ltd

- Companies House: 10356269

29 Pengarth Rise

Falmouth

TR11 2RR

United Kingdom

Email: ian@mitchellcomms.co.uk

Region: UKK30 - Cornwall and Isles of Scilly

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Critical Mobilising System & Equipment Support SLA

Contracting authority

Cornwall Council

- Public Procurement Organisation Number: PYRH-9827-DWLP

County Hall

Truro

TR1 3AY

United Kingdom

Contact name: Ms Katie Cornford

Email: katie.cornford@cornwall.gov.uk

Website: <http://www.cornwall.gov.uk>

Region: UKK30 - Cornwall and Isles of Scilly

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)