This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/066242-2025

Planning

Realistic Training Simulation System for Fire Control Operators

York and North Yorkshire Combined Authority

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-066242

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

Published 17 October 2025, 11:40am

Scope

Reference

2526-0137

Description

This project aims to procure a training system designed to enhance the preparedness and performance of fire control operators by simulating realistic emergency call scenarios. The system will replicate a wide range of incidents and caller behaviours, enabling operators to experience and respond to lifelike situations in a controlled environment.

Objectives:

• To provide fire control operators with immersive training experiences that closely mirror real-life emergency calls.

• To improve decision-making, communication, and stress management skills under pressure.

• To support continuous professional development through scenario-based learning.

• To ensure consistency and quality in operator training across the service.

Key Features Required:

• A library of diverse, realistic call scenarios covering various incident types (e.g., fires, RTCs, medical emergencies, false alarms).

• Interactive voice simulation with dynamic caller responses.

• Scenario customisation to reflect local risks and operational procedures.

• Performance tracking and feedback tools for trainers and trainees.

• Integration capability with existing control room systems (if applicable).

Expected Outcomes:

• Enhanced operator confidence and competence in handling emergency calls.

• Reduced response times and improved accuracy in call handling.

• Strengthened resilience and adaptability in high-pressure situations.

• A measurable uplift in training quality and operational readiness.

Total value (estimated)

• £40,000 excluding VAT

• £48,000 including VAT

Below the relevant threshold

Contract dates (estimated)

• 1 January 2026 to 31 December 2028

- Possible extension to 31 December 2029

- 4 years

Main procurement category

Goods

CPV classifications

- 34152000 - Training simulators

- 35000000 - Security, fire-fighting, police and defence equipment

- 48000000 - Software package and information systems

Contract locations

- UKE2 - North Yorkshire

Engagement

Engagement deadline

14 November 2025

Engagement process description

North Yorkshire Fire and Rescue Service (NYFRS) aims to procure a training system designed to enhance the preparedness and performance of fire control operators by simulating realistic emergency call scenarios. The system will replicate a wide range of

incidents and caller behaviours, enabling operators to experience and respond to lifelike situations in a controlled environment.

Objectives:

• To provide fire control operators with immersive training experiences that closely mirror real-life emergency calls.

• To improve decision-making, communication, and stress management skills under pressure.

• To support continuous professional development through scenario-based learning.

• To ensure consistency and quality in operator training across the service.

Key Features Required:

• A library of diverse, realistic call scenarios covering various incident types (e.g., fires, RTCs, medical emergencies, false alarms).

• Interactive voice simulation with dynamic caller responses.

• Scenario customisation to reflect local risks and operational procedures.

• Performance tracking and feedback tools for trainers and trainees.

• Integration capability with existing control room systems (if applicable).

Expected Outcomes:

• Enhanced operator confidence and competence in handling emergency calls.

• Reduced response times and improved accuracy in call handling.

• Strengthened resilience and adaptability in high-pressure situations.

• A measurable uplift in training quality and operational readiness.

To assist in understanding the market, and developing our Business Case and Procurement strategy, NYFRS would like to invite suitable providers to respond to the following questions:-

1. Would your organisation be interested in bidding for a contract in relation to this requirement? Y/N

2. With reference to the Objectives, Key Features Required and Expected Outcomes detailed above, please provide a brief outline of any relevant Solution(s) your organisation can currently offer.

3. What is unique about your organisation's approach to this Market?

4. Please provide an indicative rate card, and any other licensing, resourcing or costing information you feel may be relevant for implementation of the solution(s) your organisation is able to offer NYFRS.

Information included in response to this Market Engagement exercise will not form part of the assessment of any current or future competitive procurement exercise.

Please send responses to james.buckley@northyorkshire.police.uk, no later than 3pm Friday 14th November

---

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

York and North Yorkshire Combined Authority

• Public Procurement Organisation Number: PMGQ-6583-JYGR

County Hall, Racecourse Lane

Northallerton

DL7 8AD

United Kingdom

Email: procurement@northyorkshire.police.uk

Region: UKE22 - North Yorkshire CC

Organisation type: Public authority - sub-central government