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Planning

UK2 - Provision of a Computer Aided Dispatch System for SBA emergency services in Cyprus.

Ministry of Defence

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

Notice identifier: 2025/S 000-083063

Procurement identifier (OCID): ocds-h6vhtk-05f61a

Published 15 December 2025, 5:03pm

Scope

Reference

715735458

Description

Cyber & Specialist Operations Command (CSOC) Commercial Branch seeks a single supplier capable of delivering an online Computer Aided Dispatch (CAD) solution to integrate all emergency services operating within the Sovereign Base Areas (SBAs) on the island of Cyprus, including fire, police, ambulance, and customs & immigration.

The service must be fully operational and effective for use within Cyprus, supporting the unique requirements of the SBAs.

The CAD solutions must enable real-time coordination, communication and situational awareness for UK SBA emergency services. It should provide a unified platform for dispatch, tracking and communication across all blue light agencies, including SBA Customs & Immigration.

FUNCTIONAL REQUIREMENTS

The supplier must provide a solution that meets the following capabilities:

1. A unified dashboard that enables real-time tracking of internet-connected devices (e.g. smartphones and tablets) across all emergency services. The dashboard must identify which service assets are assigned to.
2. A mobile application compatible with Android and iOS, deployable across staff and mobile resources. The application must support communication, location tracking and operational commands. It should also enable audio communication and integrate with body-camera or video equipment to enhance functionality.
3. instant on-screen features, such as:
 - live video streaming from a caller's device without requiring an app download
 - location data such as GPS for missing persons
 - Secure management of media attachments via SMS
 - Real-time text chat with multi-language translation
 - Delivery of operational commands through messaging and through audio
 - Audio communication alongside body-camera or video support.
4. Simple onboarding and setup, including bulk user creation for all services and integration with Microsoft Azure Active Directory for Single Sign-On (SSO)
5. Training options for key users and administrators, delivered remotely or face-to-face/
6. API integration through RESTful API for data exchange, analytics dashboards, and triggering CAD functionality.
7. Integration with drones and third-party devices, supporting RTMP streaming in up to 4K UHD quality, accessible via the CAD dashboard and mobile app.
8. Support and maintenance, providing at least remote assistance via telephone and email.

NON-FUNCTIONAL REQUIREMENTS

The supplier's solution must provide:

1. Secure cloud storage that will be hosted in the UK, with provision of a minimum capacity of 0.5 TB and three-way replication for data protection.
2. Full compliance with the Ministry of Defence (MOD) security standards and the GDPR.
3. High availability and built-in resilience to ensure continuity of critical operations, prevent data loss, and maintain service through multi-server connectivity.

ADDITIONAL DATA & SERVICE LIMITS

The solution must include:

1. Provision for at least 250 high-priority SMS messages per month.
2. Support for one concurrent RTMP video stream per agency at any given time.
3. A minimum of 0.5 TB of secure, replicated cloud storage hosted in UK data centres.

COMPLIANCE

The solution must meet the following information security and data protection standards:

1. Adherence to Ministry of Defence (MOD) information assurance requirements and protective marking policies.
2. Full compliance with the General Data Protection Regulation (GDPR) for handling personal and sensitive data.
3. Certification or compliance with ISO 27001, the international standard for Information Security Management, covering data protection and risk management (or a demonstrably equivalent standard).

Total value (estimated)

- £135,000 excluding VAT
- £162,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 January 2029
- Possible extension to 31 January 2031
- 4 years, 10 months

Main procurement category

Services

CPV classifications

- 72260000 - Software-related services
- 72212100 - Industry specific software development services
- 35711000 - Command, control, communication systems
- 48180000 - Medical software package
- 72317000 - Data storage services
- 72268000 - Software supply services

Contract locations

- CY - Cyprus

Engagement

Engagement deadline

13 January 2026

Engagement process description

This notice has been published as one component of a market-testing exercise. The Authority is seeking responses from potential suppliers that hold the necessary capabilities to fulfil this requirement as described in this notice.

After reviewing the high-level statement of requirements described on this notice, if suppliers believe they can fulfil the requirements, this should be expressed in writing to the email address below:

UKStratCom-Comrcl-BFC@mod.gov.uk

Any enquiries relating to this requirement should be sent to the email address above.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 March 2026

Contracting authority

Ministry of Defence

- Public Procurement Organisation Number: PHVX-4316-ZVGZ

HQ British Forces Cyprus, C Block, Episkopi Station BFPO 53

Episkopi

HA6 3HP

Cyprus

Email: UKStratCom-Comrcl-BFC@mod.gov.uk

Website: <http://www.contracts.mod.uk>

Organisation type: Public authority - central government