



Hereford & Worcester Fire Authority

Record of an Authority decision delegated to an Officer as required under Regulation 7 of the Openness of Local Government Bodies Regulation 2014

Subject of decision	Direct Award the purchase of a system for dynamic Cover tool (DCT) to Operational Research in Health Limited (ORH). The contract will be for the licence, support and maintenance, this will initially be taken out for 3 years, which will then be automatically renewed in 12 month increments unless terminated before.
Officer name	Adrian Elliott
Job title	ACFO - Prevention & Assets
Date decision taken	16/11/2022
Reasons for the decision	The DCT is a decision support tool, designed to provide a real-time visual aid for deciding appropriate 'back up' or 'standby' moves, in order to improve incident response cover, make effective use of resources and ensure that risk is minimised. The system is an off the shelf software solution that meets the Authorities needs below: - Enables the Authority to dynamically relocate available vehicles in response to changing levels of vehicle availability in order to maintain appropriate standards of risk and response cover. The software solution will show impacts on response times and the most effective moves to be made to maintain or improve response times. It will also be able to operate outside of the live mode to enable the tool to be able to use predict the impact of vehicle movements and positioning. The information will be shown in a visual map-based format showing: • Vehicle location • Optimum vehicle locations • Risk • Attendance times The aim of the software solution is to provide a real time visual aid to resource managers and risk planners for deciding on appropriate resource configurations in order provide the best possible service to the community. The aim of the tool is to: • Position vehicles in the best location to maintain or improve our risk based 5-minute response time in live and dynamic way • Understand our blended fleet and utilise each vehicle type in the most effective way • Balance our response between risk-based cover and equality of cover across the area • Make better use of available resources

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- Provide live data in relation to attendance times across the delivery area
- Provides guidance on the optimum cover moves to be made to enhance or maintain attendance times to category one incidents
- Work with Automatic Vehicle Location System and have live positioning of all vehicles
- Be able to dynamically measure attendance times across the organisation
- Enable us to understand key vehicles and locations for optimum fire cover and the locations and vehicles of least value
- To produce hotspots maps of risk within our delivery area
- Enables us to understand the impacts of changes in vehicle types and station locations
- Enable us to have a more flexible and roaming fleet in order to enhance attendance times

As part of the system solution the following has been agreed with OHR in conjunction with their standard T&Cs

Compatibility/Interoperability

The Authority has a longer term vision to develop a level of interoperability between core line of business applications that will help create efficiencies in data entry and support a strategic plan for master data management. While full interoperability does not form part of the minimum requirements of this tender, the successful Contractor will be expected to work closely with the Authority, and their 3rd party providers, to help design and deploy an efficient method for providing connectivity between the systems. For example, writing SQL scripts or bespoke reports for data exports.

The Goods/Services shall be compatible with the following

- a) Dispatch system – due to be re-tendered 2023
- b) Gartner
- c) Power BI

Interfaces / Dependencies

Any associated software to interrogate DCT may be cloud-based and accessed via a web browser user interface or installed software; it must be accessible on-line at all times by any PC, laptop & tablet device. However, an installation on premises is a preferred access method.

Standard browsers currently in use are Microsoft Edge running on Windows 10 desktop operating systems.

Contractors must clearly state which Internet browsers and mobile devices are supported.

If the software is cloud based, it must provide a secure connection at all times and shall be protected from intrusion and other cyber threats by any external agencies.

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Cloud based services should be available 99.99% and in the event of an outage, it is critical that service must be restored as soon as possible. Any data being transmitted from one location to another should be encrypted.

On Going Support, Maintenance and Warranty

Contractors shall deliver the goods/services ready for operational use and fit for purpose. Services found unsuitable during internal pre-commissioning; operational checks and/or acceptance testing shall be returned to the Contractor, at their cost, for replacement or repair.

The Contractor shall be responsible that if during the period of ninety (90) days from User Acceptance Testing (UAT) sign off warranty is offered against the site as accepted on UAT. Warranty is immediately void if any changes are made to the underlying code of the system or technical infrastructure by any party other than the Contractor.

In respect of each release and software and other deliverables that are developed during that release shall be free from any material defect for a period of ninety (90) days commencing on the release completion date or such a period from the Release Completion Date as agreed with the Authority set out in the Schedule of Work (SOW).

Contractors shall detail the length and exact provision of the Initial or any Extended Warranty.

There shall be suitable and sufficient support package available for any software provided.

All software updates and new releases should be easily installed and accessed with minimal user interaction.

Technical Refresh Obsolescence

The Solution may be subject to technical refresh/upgrade during the life of the contract, to incorporate new user requirements and technological innovations so that the services remain 'state of the art'. Any technical refresh / upgrade will be subject to assessment before acceptance.

The Contractor shall make the Authority aware of future product updates and new releases. No updates will be applied without full consultation with the nominated contacts, with a minimum of 1 weeks notice.

The Contractor shall be responsible for ensuring that all future version releases do not break existing system functionality and system interfaces.

The Authority will be responsible for acceptance testing, and the Contractor shall be responsible for validating any changes to interfaces or functionality prior to release.

The Service expects the Contractor to keep the cloud-based system and hosting environment upgraded.

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The Authority expects that User Acceptance Testing will be their only role required to implement a version upgrade. The Contractor is expected to explain their upgrade strategy and the facilities provided by the Contractor to the Authority for a test environment containing a snapshot of the live system.

Technical innovations and upgrades should be compatible with the Services offered in this tender. The technical innovations should be capable of integration with the Services with the minimum of effort and without the need for HWFRS to incur costs in order to accommodate the technical innovation.

Training in associated software usage (if applicable)

The Contractor will provide training to selected users. Each person shall receive sufficient training to ensure competence in using the Goods/Services supplied.

The Contractor will provide an exact replica of the 'live system' in a test environment so training can be facilitated.

Contractors shall provide all resources, materials, literature and manuals necessary for training.

Training must be conducted by suitably qualified and competent person/s within the first 2 weeks of the start of the contract.

Complaints and resolution

Contractor shall provide details of their complaints protocols and procedures for resolution of issues, identifying how customer raise complaints, procedures, key personnel, timescales, communications, resolution and escalation.

The Contractor shall ensure provision of a procedure that will allow a fast and effective resolution of any problems encountered under the contract. This could be attained through direct daily contact with the local staff, senior management and regular contract meetings, as appropriate.

The Contractor shall maintain a log of complaints detailing:

- time and date of receipt of complaint and sufficient details to allow the Authorities' Supervising Officer to determine to nature of the complaint, location and person who has raised the complaint;
- time at which the complaint was resolved;
- result/s of investigation/s;
- action/s taken (if any) to remedy the defect/s;
- responses to the person raising the complaint, including time at which response

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	given to complainant. Schedule 1			
	Service Level Performance Criterion per Customer	Key Indicator	Service Level Performance Measure per Customer	Service Credit
	Availability	The system shall have full operational availability in excess of 99.8% Measured 24x7.	99.8%	This will be reviewed annually and the amount payable by the Authority shall be reduced by the amount of any additional staffing costs as required at time of non-availability if the standard is not met.
	Quality - Services	The Quality of the Services shall be in conformance to the requirement specification as published.	100%	Any service level or key performance indicator (either the same KPI/SLA or separate KPI/SLA) missed on three (3) consecutive occasions within a rolling 6 month period for the Authority means the Authority has the right to terminate the contract.
	Delivery	Delivery of the Service shall be in conformance to the published Implementation Plan	100%	
	Repair	The software is free from any errors and defects. That it contains no undocumented features and that the documentation is complete	97%	
	Implementation	The Installation of Goods shall be in conformance to the requirement specification as published.	100%	
		Failure to resolve issues/snags within agreed timescales This information should be provided in excel format on the [first working day of each month for the lifetime of the contract]	100%	
	Account Management	The Supplier must provide all contact details of persons responsible for the management of the contract for its duration within [10 Working days of contract commencement date].	100%	

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		Changes to contact details of persons responsible for the management of the contract during its lifetime must be communicated [10] Calendar Days in advance of the change taking effect.	97%	
		The Supplier shall highlight any instances of any failed KPS/SLA requirement in the monthly reporting information regardless of how many instances.	100%	
		Failure to provide after sales/ technical support within the timescales captured in the Specification	100%	
		Failure to provide management information as required in a timely manner, which shall be one week before a scheduled performance meeting or within two weeks of a request for information.	100%	
	Software Changes	Changes of software during the lifetime of the agreement will be jointly agreed by the Supplier and the Customers. Where any changes are required, notice must be given to the Customer at least thirty (30) Calendar Days in advance of the change taking effect. Where there will be a change in this will be subject to the Customer's Acceptance Test process.	100%	
Details of decision	The award is being made using the exemption to standing orders 3.1(ii) competition is absent for technical reasons. The Authority have undertaken the following due diligence to demonstrate that this is the case. AC Pink has explored the market, and to date has found no other system which incorporates or delivers the data required for Fire & Rescue Resourcing Predictions. However, the contract is going to be limited to a 3-year period as the proposed new fire control system specification has incorporated the requirement to predict mobilising appliance cover, and therefore this system would no longer be required if this is met as part of the future project deliverables. The contract will start: 4th January 2023, for a 3-year period. The contract will be revisited 6 months before the end of the agreement which in line			

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	with its termination date so future capabilities can be explored once the replacement command and control has been tendered and awarded so the dispatch functionality can be assessed following the successful bids offering. The total contract value £115,000 The schedule of payments due under this agreement are as follows: Implementation Initiation of project (week 1): £5,000 Completion of data analysis (estimated week 9): £10,000 Working version of the DCT (estimated week 12): £30,000 Software acceptance (estimated week 16) £10,000 Licence, Support and Maintenance Acceptance Date: £30,000 First anniversary of the Acceptance Date: £30,000 Second anniversary of the Acceptance Date: £30,000
Details of alternative options considered and rejected (if any)	No alternative options were considered
Any interests declared by a Member or Officer	N/A
Links to relevant background documents or information	N/A

Signed.....  Date.....09/01/2023.....

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