



Technical Consultancy and Project Management Service

Subject: Procurement Report
Date: 26th September 2017
Reference: HWFRS/5

1. Background

Hereford & Worcester Fire and Rescue Service (HWFRS) have developed an ICT Strategic Programme, which will deliver the requirements set out in the 2017 ICT Strategy, to increase productivity through flexible and accessible systems, whilst delivering continued cost savings. See **Appendix 1** ICT Strategy 2017 for full strategy.

HWFRS must keep pace with modern, user-oriented models of operating in order to address changes in the expectations of our workforce and providing our communities with sustainable, high quality firefighting, rescue and preventative services.

To help deliver the Strategic Programme the Authority requires a professional service partner to help refine the ICT requirements and further develop the programmes objectives.

This document aims to provide a clear and transparent rationale for how the appropriate supplier has been selected to provide technical and programme/project management. The Service has assessed the appropriate procurement routes, the appropriate available partners and the relevant costs of those partners.

2. Service Review

HWFRS consists of, in addition to its headquarters (SHQ), 27 fire stations strategically located across the two counties. Nineteen of these stations are Retained and predominantly located in Hereford. The remaining 8 stations consist of 3 day crewed and 5 whole time.

Following the review of ICT and to help the Authority meet its strategic aims over the next three years, programme objective will be delivered through four main deliverables:

- Upgraded WAN infrastructure to provide a faster, more resilient backbone which has room for future expansion if required and is easier to manage.
- Direct Internet connectivity to stations to provide a faster, more resilient network with fewer single points of failure.
- The adoption and further development of cloud services to deliver a growth in productivity as well reducing internal administrative overhead and cost.
- Migration to a cloud telephony platform to provide a modern, resilient unified communications system for fixed and mobile communications.

Due to the size and scope, it is assumed that the work will be delivered through a number of projects.

The technical consultancy will need to ensure the chosen solutions will meet the aspirational goals of the Authority to deliver a modern ICT service that is resilient, effective and scalable.

They will need to help develop and implement a new Operating Model to support the new technologies and business processes. This will include both internal and 3rd party support structures.

They will also need to ensure during Delivery and Installation phases to ensure that ICT services are delivered in accordance with the specifications detailed in the original contracts and remain in line with the ongoing requirements of the Authority.

Based on the deliverable the Head of Corporate Services and Head of ICT reviewed and agreed based on the Authorities operational requirements a user specification inline with current legislation.

As part HWFRS review and finalising the process the following documents were agreed.

Finalising of Tender Documents

1. Statement of Requirements **Appendix 2**
2. Appendix A- Evaluation Criteria **Appendix 3**

The specification structure was agreed and the following criteria would be used to assess the overall economic advantages of the tender proposals:-

- **Price 40%**
 - Technical 15%
 - Programme/Project Management 25%
- **Quality (60%)**

The Authority require an 18 month contract for the provision of ICT Technical Consultancy and Project Management Services, with the option of purchasing additional days if required.

3. Procurement

The Tender for the provision of ICT Technical Consultancy and Project Management Services was advertised on 23rd July 2017, with a closing date for applications on 28th July 2017.

This was undertaken as an open tender under EU threshold, via the Bluelight EU Supply e-Tendering Portal.

4. Evaluation Stage

Evaluation Stages

- Stage 1- Evaluated Price (40%)
- Stage 2- Quality (60%)
- Stage 3- No amplification/clarification requested by HWFRS

Evaluation questions were based on the following overarching criteria and weighted scores:

Award Criteria		Weightings
Price		40%
Technical	15%	
Programme/Project Management	25%	
Quality (Meeting Specification)		60%
TOTAL		100%

Six bids were received from the suppliers listed below.

Suppliers

1. Risual Ltd
2. ask-4 Business Solutions Limited
3. Attempero Limited
4. CAA Communications Limited
5. Civica Ltd
6. Veritate Ltd

Stage 1- Price (40%)

A full cost evaluation was carried out on both of the suppliers returned pricing schedules based on the initial contract period (18 months).

Stage 2- Quality (60%)

Technical & Quality, Training and Warranty

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 2-3**) with the evaluation panel consisting of Head of Corporate Services and Procurement and Contracts Manager, agreeing, through consensus, an overall score for each question.

The below table summaries the weighted scores achieved by each of the six suppliers

Question	Risual	ask 4	Attempro	CAA	Civica	Veritate
Price 40%	20%	31.8%	22.1%	40%	19.6%	30.7%
Quality (60%)	41.1%	39.1%	60%	57.1%	55%	38%
Total score	61.13%	70.88%	82.10%	97.12%	74.60%	67.70%

5. Recommended Decision

CAA Communications is appointed for the provision of ICT Technical Consultancy and Project Management Services.




Contract Value would be £103,500 (12 month contract) which will commence 8th September 2017.

6. Efficiencies

It is expected that the Authority will deliver these programmes within the original budget through detailed project plans that will be regularly reviewed. As well as an estimated saving of 55% made against the allocated budget for the Programme based on the contract value.

7. Full Audit trail (including Specification/Scoring matrix)

<http://sharepoint1/sites/Procurement/Contracts/ICT/HWFRS5%20ICT%20Technical%20Consultancy%20and%20Project%20Manag/Forms/AllItems.aspx?RootFolder=%2Fsites%2FProcurement%2FContracts%2FICT%2FHWFRS5%20ICT%20Technical%20Consultancy%20and%20Project%20Manag%2FCAA%20Communications%20Ltd&FolderCTID=0x012000E7B0F5E8196CE04BB60A99DAF50EBAAE&View={DF123430-F360-4AB5-A6CE-848423F731A0}>

Appendix 1- ICT Strategy 2017	 HWFire ICT Strategy v1.0.pdf
Appendix 2- Statement of Requirements	 HWFRS_5 SOR - ICT Technical and Project
Appendix 3- Marking Scheme	 Appendix A Marking Scheme.docx