Command Software

Subject: Procurement Report
Date: 25th February 2020
Reference: HWFRS/56

1. Background

In February 2018 HWFRS and Shropshire Fire and Rescue Service (SFRS) jointly procured Replacement of two Command Support Units (CSU), as the previous vehicle had reached the end of their serviceable life. The vehicles are capable of providing support for training and development and administrative support to other service activities, e.g. a mobile office or an Incident Command assessment environment.

In order for HWFRS & SFRS to 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 more efficiently through helping the organisation deliver a modern ICT service that is resilient, effective and scalable, the Service's now need to look at the Software that will be installed within the CSU as the existing System's are not currently supported by ICT departments; therefore the Service's are extremely vulnerable to operational inefficiencies as communication, risk critical information, information sharing, data accuracy can be ineffective and quality assurance unreliable.

The new Command Software and Support solution will provide command personnel with the functionality required to support the management of all types of incidents and provide information flows between personnel attending any incident and senior management.

The solution must also provide the facility for information sharing with other organisations that are involved in incident response based on JESIP principles. https://www.jesip.org.uk/five-principles

This document aims to provide a clear and transparent rationale for how the appropriate supplier has been selected to develop and implement a Command Software System. The Service has assessed the appropriate procurement routes, the appropriate available partners and the relevant costs of those partners.

2. Service Review

Following the review of ICT and to help the Authority meet is strategic aims over the next three years, the programme will look to increase productivity through flexible and accessible systems, whilst delivering continued cost savings. (ICT Strategy **Appendix 1**)

Further engagement/consultation has also taken place via a multi functional working group consisting of Service Delivery, Operational Policy, Risk Information Mapping and Data Manager, Fleet Manager, Equipment Manager and ICT department on their operational requirements.
The Authorities require the Command Software to be accessible from any PC/ Tablet device.
In addition an installation/testing, maintenance and support contract will be required for 2 years.

The benefits of this option would be:-

Multi-agency interoperability: The Command Support System software can be integrated with other emergency services to provide a coordinated response to incidents.

A collaborative platform: The solution will form a common platform which means that staff are able to maintain full situational awareness across the incident at every level in the command structure. Staff are empowered to collaborate, plan and respond to changes on the ground which supported effective decision making.

Incident response clarity: A single view of an incident is provided by the Command Support System allowing staff to be in no doubt as to what was is going on, who's doing what and where they were doing it.

Data resilience: Incident's data is able to be replicated across all Command Support System installations and incorporate data resilience. This allows operations to continue and recover smoothly if equipment failed, power was lost or another disruption affected part of the incident team.

Improved staff efficiency: All information relating to the incident can be captured and shared across the command structure. This will improve staff efficiency because the can proactively monitor and review incident data rather than having to wait for reports to be delivered.

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

Finalising of Tender Documents

1. Instructions To Tender **Appendix 2**

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

- **Compliance with the Specification – Pass/Fail**
- **Delivery and Implementation- Pass/Fail;**
- **Price (30%)**
- **Availability, Training, Performance and Support (60%)**
- **Demonstration Session (10%)**

3. **Procurement**

The Tender for the new Command Software was advertised on 11th October 2019, with a closing date for applications on 8th November 2019.

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

4. **Evaluation Stage**

Evaluation Stages
- Stage 1- Mandatory Pass/Fail Requirements
- Stage 2- Evaluated Price (35%)
- Stage 3- Quality (55%)
- Stage 4- Presentation (10%).

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

Award Criteria	Weightings
Compliance with the Specification	Pass/Fail
Price	35%
Quality	55%
Presentation	10%
TOTAL	**100%**

Two bids were received from the suppliers listed below.

Suppliers
1. Command Solutions Ltd
2. Unblur SL

Stage 1- Mandatory Pass/Fail Requirements. Compliance with the Specification

Both suppliers were complaint and able to meet the specification.

Stage 2- Price (35%)

A full cost evaluation was carried out on all of the suppliers returned pricing schedules based on their purchase price and support (2 Year Contract).

Stage 3- Quality (55%)

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 2**) with the evaluation panel consisting of Operational and Non Operational staff from both Fire Services, agreeing, through consensus, an overall score for each question.

Stage 4- Presentation (10%)

Both suppliers were invited to an hour Presentation sessions on the 2nd December 2019 to cover the areas set out in the specification and answer questions from the panel based on their tender response. The Panel consisted of ICT Representatives, Operational and Non Operational Staff, from both Services.

Final scores were then applied to the two bidders.

The below table summaries the weighted scores achieved by both suppliers

Area	TOTAL SCORE AVAILABLE	Command Solutions Ltd	Successful Supplier Unblur SL
Compliance with the Specification	**Pass/Fails**	Pass	Pass
Quality	**55%**	38%	39%
Price	**35%**	17.93%	35%
Demonstration Session	**10%**	4%	8%
Total	**100%**	**59.93%**	**82.00%**

5. Recommended Decision

Unblur SL is appointed for the development and implementation of the new Command Software Solution.
Contract Value would be £38,000 per service (based on two years) which will commence 1st April 2020.

6. Projected Efficiencies

Collaborative purchase with SFRS has resulted resilience and interoperability through Joint Working.

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

http://sharepoint1/sites/Procurement/Contracts/ICT/HWFRS56%20Command%20Software/Forms/AllItems.aspx?RootFolder=%2Fsites%2FProcurement%2FContracts%2FICT%2FHWFRS56%20Command%20Software%2FUnblur&FolderCTID=0x0120003F54620C1BF6D14A948844F843EA7D7E&View={3BF85273-EF69-4164-AFC0-785A0B87A85E}

Appendix 1- ICT Strategy 2017	HWFire ICT Strategy v1.0.pdf
Appendix 2- Invitation To Tender	Invitation To Tender CS v3.docx