



Data Warehousing and Business Intelligence

Subject: Procurement Report
Date: 3rd January 2018
Reference: HWFRS/20

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 more efficiently through the development and implementation of a data warehouse and business intelligence reporting tools for data analytics.

There has been some recent investment in developing SQL Reporting Services to correlate data from disparate business systems so that the information can start to be analysed more intelligently by the business.

This document aims to provide a clear and transparent rationale for how the appropriate supplier has been selected to provide design and data modelling services, within a reporting environment and to develop and publish reports to meet management requirements. 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, the programme will look to increase productivity through flexible and accessible systems, whilst delivering continued cost savings.

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

The relevant partner will also need to refine its ICT requirements and develop further the work that has already been undertaken.

Based on the deliverable the Head of Corporate Services, Project Officer 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%)**
- **Quality (30%)**
- **Technical (30%)**

The Authority requires a 12 month contract for the development and implementation of a data warehouse and business intelligence reporting tools for data analytics.

3. Procurement

The Tender for the development and implementation of a data warehouse and business intelligence solution was advertised on 25th August 2017, with a closing date for applications on 29th September 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 (30%) and Technical (30%)
- Stage 3- Clarifications Presentations/Interview and Site Visits.

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

Award Criteria	Weightings
Price	40%
Quality	30%
Technical	30%
TOTAL	100%

Six bids were received from the suppliers listed below.

Suppliers

1. Bridgeall Limited
2. Brimstone Advantage Ltd
3. CACI Limited
4. Content and Code Limited
5. Lightfoot Solutions UK Limited
6. New Company Services Ltd

Stage 1- Price (40%)

A full cost evaluation was carried out on all of the suppliers returned pricing schedules based on the contract period (12 months).

Stage 2- Quality (30%) and Technical (30%)

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 2-3**) with the evaluation panel consisting of Project Officer and Head of ICT, agreeing, through consensus, an overall score for each question. None compliant and the lowest scoring bids were then discounted.

The shortlisted suppliers who offered technical compliance, quality and cost based on their proposals were:

1. Bridgeall Limited
2. Lightfoot Solutions UK Limited
3. New Company Services Ltd

Stage 3- Presentation and Site Visits

All suppliers who offered a fully compliant and affordable solution were invited to an hour interview on the 5th October 2017 to present their specific proposals and answer questions from the panel. HWFRS Panel consisted of the Head of Corporate Services, Project Officer, ICT Manager and Business Systems Manager.

Following the interviews, representatives from the panel undertook reference site visits. Final scores were then applied to identify the preferred bidder.

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

Question	Bridgeall	Brimstone Advantage	CACI	Content & Code	Lightfoot Solutions	New Company Services
Price (40%)	8%	24%	0%*	0%*	8%	18%
Quality (30%)	30%	15%*	30%	30%	30%	18%
Technical (30%)	30%	18%*	30%	25%	30%	40%
Total score	68%	57%	60%	56%	68%	76%

*CACI and Content and Code did not meet the minimum score of 70%, due to the cost being higher than the allocated budget.

Brimstone was discounted due to the low scores received for both technical and quality.

New Company Services came highest in the scores and above the 70% threshold. Following the site reference visits, the panel felt comfortable that the supplier would meet HWFRS requirements and fit into the culture of the team.

5. Recommended Decision

New Company Services is appointed for the development and implementation of Data Warehousing and Business Intelligence Services.




Contract Value would be £42, 000 (12 month contract) which will commence 16th January 2018.

6. Projected Efficiencies

It is expected that the Authority will deliver this program within the original budget through detailed project plans that will be regularly reviewed.

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

<http://sharepoint1/sites/Procurement/Contracts/ICT/HWFERS20%20Consultancy%20and%20Development%20Services/Forms/AllItems.aspx?RootFolder=%2Fsites%2FProcurement%2FContracts%2FICT%2FHWFRS20%20Consultancy%20and%20Development%20Services%2FNew%20Company%20Services%20Limited%20Lot%202%20Data%20Warehousing%20Business%20Intelligence&FolderCTID=0x012000D0C7B26EC652A9499C09714B9F51C191&View={CAEF7FFD-B5BC-4372-844C-773FDE9F9538}>

Appendix 1- ICT Strategy 2017	 HWFire ICT Strategy v1.0.pdf
Appendix 2- Statement of Requirements	 2017.08.18 HWFRS RFP - SharePoint and
Appendix 3- Marking Scheme	 Appendix A Marking Scheme Lot 2.docx