



Integrated Communications Control System (ICCS)

Subject: Procurement Report
Date: 17th December 2018
Reference: HWFRS/57

1. Background

The 2004 Fire Services Act states that each Fire Authority must make provision for taking calls from members of the public; handling emergency calls and mobilising resources.

This is a statutory requirement that has to be fulfilled and directly contributes to the Service vision of protecting the Community and making Herefordshire, Worcestershire and Shropshire a safer place to live. This also supports the Service's priorities of keeping the public safe, fire fighters safe and doing their best.

The Emergency Control room has responsibility for receiving calls from the public and other emergency or public organisations; mobilising resources and supporting incident management for the Herefordshire & Worcestershire and Shropshire.

Hereford and Worcestershire Fire & Rescue Service (HWFRS) is seeking to jointly procure a new Integrated Communications Control System (ICCS) system for HWFRS and Shropshire Fire and Rescue Service (SFRS). We require a single 'one Fire Control' service to integrate telephony- both emergency and non-emergency calls and radio traffic into a single interface across HWFRS and SFRS. The ICCS is to be installed at HWFRS headquarters in Worcester with operator positions at Primary Control and Standby Control in Shropshire.

The current HWFRS ICCS system is old 10 years old and starting to fail and difficult to continue to support, therefore, the Service is increasingly vulnerable to operational failure and inflated support costs through a very limited number of contractors.

The current maintenance agreement for both Fire Authorities are also due to end December 2018, so a full review of the requirements and market are required.

This document aims to provide a clear and transparent rationale for how the appropriate supplier has been selected to develop and implement a ICCS system. 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. (ICT Strategy **Appendix 1**)

It is intended that a new ICCS is procured to provide resilient and future proof functionality that meets the needs of the Emergency Control room environment.

Based on the deliverable the lead for Fire Control C&C and ESMCP Project Lead, Fire Control Project Officer and Shropshire’s IRMP Support Officer 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. 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 ICCS was advertised on 28th August 2018, with a closing date for applications on 28th September 2018.

This was undertaken as an OJEU open tender under EU threshold, via the Bluelight EU Supply e-Tendering Portal. <https://ted.europa.eu/TED/notice/udl?uri=TED:NOTICE:348984-2018:TEXT:EN:HTML>

4. **Evaluation Stage**

Evaluation Stages

- Stage 1- Mandatory Pass/Fail Requirements
- Stage 2- Evaluated Price (30%)
- Stage 3- Availability, Training, Performance and Support (60%)
- Stage 4- Demonstration Session (10%).

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

Award Criteria		Weightings
Compliance with the Specification		Pass/Fail
Delivery and Implementation		Pass/Fail
Price		30%
Availability, Training, Performance and Support		60%
Specification of Requirements	30%	
Solution Description	10%	
Manage and Monitor Performance	10%	
Training	15%	
Support Package	5%	
Acceptance Testing	10%	

Maintenance and Warranties	15%	
Documentation	5%	
Demonstration Sessions		20%
	TOTAL	100%

Two bids were received from the suppliers listed below.

Suppliers

1. Airwave Solutions Ltd
2. APD Communications Ltd

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

Both suppliers were complaint and passed stage 1 as able to deliver before a live system before the 31st January 2019.

Stage 2- Price (30%)

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

Stage 3- Availability, Training, Performance and Support (60%)

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 2**) with the evaluation panel consisting of Fire Control C&C and ESMCP Project Lead, Fire Control Project Officer and Shropshire’s IRMP Support Officer and key Stakeholders, agreeing, through consensus, an overall score for each question.

Stage 4- Demonstration Sessions (10%)

Both suppliers were invited to an hour demonstration sessions on the 11th October 2018 to demonstrate examples of the user interface proposals and answer questions from the panel. The Panel consisted of Fire Control C&C and ESMCP Project Lead, Fire Control Project Officer and Shropshire’s IRMP Support Officer and key Stakeholders

Final scores were then applied to the two bidders.

The below table summaries the weighted scores achieved by both suppliers

Area	TOTAL SCORE AVAILABLE	APD Communications Ltd	Successful Supplier Airwave Solutions Ltd
Compliance with the Specification	Pass/Fails	Pass	Pass
Delivery and Implementation	Pass/Fail	Pass	Pass
Availability, Training, Performance & Support	60%	38.40%	48%
7.1 Specification of Requirements	30%	24%	24%
7.2 Solutions Description	10%	0%	8%

Area	TOTAL SCORE AVAILABLE	APD Communications Ltd	Successful Supplier Airwave Solutions Ltd
7.3 Manage and Monitor Performance	10%	6%	8%
7.4 Training	15%	12%	12%
7.5 Support Package	5%	3%	4%
7.6 Acceptance Testing	10%	8%	8%
7.7 Maintenance and Warranties	15%	9%	12%
7.8 Documentation	5%	3%	4%
Price	30%	24.32%	30%
Demonstration Session	10%	7.75%	6.5%
Total	100%	71.07%	84.50%

5. Recommended Decision

Airwave Solutions Ltd is appointed for the development and implementation of the new Integrated Communications Control System.

Contract Value would be £303,818 (based on three years) which will commence 30th October 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.

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

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

<http://sharepoint1/sites/Procurement/Contracts/ICT/HWFRS57%20Integrated%20Communications%20Control%20System/Forms/AllItems.aspx?RootFolder=%2Fsites%2FProcurement%2FContracts%2FICT%2FHWFRS57%20Integrated%20Communications%20Control%20System%2FAirwave%20Solutions%20Ltd&FolderCTID=0x0120000306F47F09D996449313832872F868A7&View={359C50D4-6F50-4FB6-8725-CF3A09E57C7C}>

Appendix 1- ICT Strategy 2017	 HWFire ICT Strategy v1.0.pdf
Appendix 2- Invitation To Tender	 Instructions To Tender ICCS v2.docx