



Consultancy Services; Business Architecture Digital and Data

Subject: Procurement Report
Date: 29th January 2024
Reference: HWFRS/177

1. Background

Hereford & Worcester Fire and Rescue Service (the Authority) have developed an ICT Plan, which sets out how the digital infrastructure and systems will support the Authorities core aim of providing our communities with sustainable, high quality firefighting, rescue and preventative services. Its aim is to maximise the added value of digital solutions, innovative use of information technology and effective sharing and utilisation of data in ways that will drive efficiency and effectiveness in meaningful and a measurable way.

[ICT Plan 2021-2025.](#)

The Authority 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.

This document aims to provide a clear and transparent rationale for how the appropriate Consultancy Service Company has been selected. The Authority has assessed the appropriate procurement routes, the appropriate experience and skills of the available marketing companies and the relevant costs of those services.

2. Service Review

The Authority 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. It operates on a 24 hour per day/7 days per week /365 days per year basis. The mission of the Service is to make the communities we serve safer through prevention, protection and response activities.

Based on the deliverables the Deputy Chief Fire Officer and the Assistant Director of Assets have reviewed and agreed based on the Authorities operational requirements a user specification inline with current legislation. The review also takes account of its strategic aims over the coming years, the plan will be a key driver for the Authorities investment in digital solutions guided by the Authorities Core code of ethics.

Further engagement/consultation has also taken place via a multi-functional working group consisting of department heads on their operational requirements.

As part of the procurement process the following documents were agreed.

Finalising of Tender Documents

1. Digital and Data Strategy -**Draft**
2. Invitation to Quote (ITQ) **Appendix 1**

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

- Mandatory Questions (Pass/Fail)
- Price (20%)
- Quality- Service Delivery (10%)
- Quality- Compliance with the specification (40%)
- Documents/Reports (10%)
- Contract Management and Performance (10%)
- Implementation (10%)

The overall programme is expected to take up to 6 months to complete from the date of commencement.

3. Procurement

The quotation for Consultancy Services; Business Architecture Digital and Data was advertised on 12th January 2024, with a closing date for applications on 26th January 2024.

This was undertaken as an open tender, via the In-Tend e-Tendering Portal.

4. Evaluation Stage

Evaluation Stages

- Stage 1- Mandatory Questions (Pass/Fail)
- Stage 2- Price (20%)
- Stage 3- Evaluated structured response to questions; Quality Service Delivery (10%), Quality- Compliance with the specification (40%), Documents/Reports (10%), Contract Management and Performance (10%), Implementation (10%).

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

Award Criteria	Weightings
Mandatory Questions	Pass/Fail
Price	20%
Quality- Service Delivery	10%
Quality- Compliance with the specification	40%
Documents/Reports	10%
Contract Management and Performance	10%
Implementation	10%
TOTAL	100%

Three bids were received from the suppliers listed below.

Suppliers

1. Blackguard and Buck
2. Issured Limited
3. West Mercia Police

Stage 1- Mandatory Questions (Pass/Fail)

Suppliers were evaluated against the mandatory pass/fail section.

Each of the suppliers confirmed with supporting evidence their organisational information, compliance to the assessment rejection criteria and economic & financial standing

Stage 2- Price (20%)

A full cost evaluation was carried out on the three suppliers returned pricing schedules based on the programme of work.

Stage 3- Evaluated Structured Response to Questions (80%)

- Quality- Service Delivery (10%)
- Quality- Compliance with the specification (40%)
- Documents/Reports (10%)
- Contract Management and Performance (10%)
- Implementation (15%)

Structured Response

The supplier’s submissions were reviewed against the above criteria and specification (**Appendix 1**) with the evaluation panel consisting of Assistant Director- Assets and Procurement and Contracts Manager, agreeing, through consensus, an overall score for each question.

The below table summaries the weighted score achieved by BFBS and Camargue Group Ltd

Question	Total Available Score	Issured Limited	West Mercia Police	Blackguard and Buck
Price	20%	17.68%	19.77%	20%
Mandatory Questions	Pass/Fail	Pass	Pass	Pass
Quality- Service Delivery	10%	10%	6%	6%
Quality- Compliance with the specification	40%	40%	24%	24%
Documents/Reports	10%	6%	6%	6%
Contract Management and Performance	10%	8%	6%	6%
Implementation	10%	8%	6%	0%
Total score	100%	89.68%	67.77%	62%

5. Recommended Decision

Issured Limited is appointed for the provision of Consultancy Services; Business Architecture (Digital and Data) Project for HWFRS.

Contract Value would be £52,000 which will commence February 2024

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

SharePoint Folder [Issured Limited](#)

<p>Appendix 1- Invitation To Quote</p>	 <p>Quotation Consultancy Service:</p>
---	--

