



County Durham and Darlington
Fire and Rescue Authority

Lot 1
Hereford and Worcester Fire Authority
and
Shropshire Fire Authority

Lot 2
Cleveland Fire Authority
&
Lot 3
County Durham and Darlington
Fire Authority

Instructions to Tender
For
Reference HWFRS/139
Command and Control
&
Communications System

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GLOSSARY

In this Invitation the following words and phrases have the following meanings:

"Authorities" means Hereford and Worcester, Shropshire, Cleveland, Durham & Darlington Fire Authorities as the context may require;

"Contractor" means the Contractor with whom the Authority has concluded the Contract;

"Competition" means the process used to establish a contract that facilitates the provision of Command and Control & Communications System for the Authority.

"Data Protection Legislation" means the Data Protection Act 2018, the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK

"Invitation" means this document and all related documents published by the Authority in relation to this process;

"Marking Scheme" means the range of marks that may be given to a Contractor depending on the quality of its response to a question which is located in the boxes below the applicable question;

"Minimum Total Score" means the minimum score that the Contractor must obtain in order to be awarded the Contract;

"Total Score Available" means the maximum potential score that can be awarded for a response to a question;

"Tender" means the Contractor's formal offer in response to the Invitation to Tender;

"Tender Clarifications Deadline" means the time and date set out in paragraph 4 for the latest submission of clarification questions; and

"Tender Submission Deadline" means the time and date set out in the competition timetable.

1. INTRODUCTION

- 1.1 This Invitation contains the information and instructions that you need to submit a Tender they are designed to ensure that all tenders are given fair and equal consideration. It is therefore important that you provide all the information asked for in the format and order specified.
- 1.2 Whilst every endeavour has been made to give Contractors an accurate description of the Authorities requirements, Contractors should form their own conclusions about the methods and resources needed to meet those requirements.
- 1.3 The Authority is following the open procedure under the Public Procurement Regulations 2015 and Contractors are referred to those regulations.
- 1.4 Contractors are deemed to understand the processes that the Authority is required to follow under those regulations and all applicable European and domestic legislation.
- 1.5 The information contained within this tender document should be regarded as a statement of the Authorities current position as it is able to determine at this time. Tenderers must at their own expense carefully examine and consider the Tender Documents and satisfy themselves of the appropriateness and validity of any information provided. In submitting a tender, Contractors shall be deemed to have read and understood all the contents of the Tender Documents.
- 1.6 All communications must be in English.

2. OVERVIEW OF INVITATION TO TENDER

- 2.1 The Contracting Authorities
- 2.2 Hereford and Worcester Fire Authority (the Authority) is acting as the lead Authority for this open tender exercise, in collaboration with and on behalf of the Contracting Authorities listed below
 - Shropshire and Wrekin Fire and Rescue Authority
<https://www.shropshirefire.gov.uk/>
 - County Durham and Darlington Fire and Rescue Authority
<https://www.ddfire.gov.uk>
 - Cleveland Fire Authority <https://www.clevelandfire.gov.uk>
- 2.3 Scope of contract
- 2.4 The purpose of the procurement process is to obtain Command and Control & Communications System (the Services) for each Contracting Authority.
- 2.5 The aim of the procurement process is to appoint a single Contractor who has the legal and financial capacity, previous experience and technical &

professional ability to perform the contract. While this is one procurement process, separate contracts with the respective Authorities are required for each Lot.

- 2.6 Bidders should note that the Contracting Authorities may undertake financial due diligence on the appointed Contractor, which may include obtaining reports from established credit checking agencies.
- 2.7 The requirements have been split into Lots as indicated in the table below.

Lot 1	Hereford and Worcester Fire Authority and Shropshire Fire Authority
Lot 2	Cleveland Fire Authority
Lot 3	County Durham and Darlington Fire Authority

- 2.8 Bidders may submit responses for Lot 1 only or Lot 1 plus 2/3 or all 3 lots, priced individually and as a whole, showing what the financial efficiencies would be where multiple lots are awarded. The Authorities reserve the right to award an individual Lot, a combination of 2 Lots or all 3 Lots
- 2.9 The evaluation will take into account whole life costs for each Contracting Authority.
- 2.10 The Authorities do not guarantee that any of the Contracting Authorities will award a Contract for the purposes of purchasing the Services.
- 2.11 Take-up by Contracting Authorities cannot be guaranteed and information provided in this invitation to tender is as a guide to Bidders. Any Contract entered into will not confer exclusivity to the Contractor
- 2.12 Contracting Authority Requirements
- 2.13 The specification/requirements of the Fire and Rescue Authorities are provided in Appendix B.
- 2.14 The Authorities require Command and Control & Communications System of slightly varying specifications. These systems have been split in to 3 lots for ease of response and analysis. The Authorities expect to make a single award for all lots, but reserve the right to make separate awards.
- 2.15 Contractors may submit responses as attached documents and must submit supporting documentation or evidence to support their responses where indicated.
- 2.16 Contractors should ensure that all attachments and supporting documents are clearly marked with the reference number of the relevant question(s) (if applicable).
- 2.17 Additional supplier information will not be scored. Responses to questions, must be provided in the space provided and not contained within additional supplementary documents unless specified or requested.

- 2.18 Where Contractors offer alternative options to the specification requirements listed then they must provide full specification details and prices. If a Contractor wishes to offer a complete alternative solution then they must complete a separate set of responses to all questions for each alternative offered, along with pricing in Appendix G.
- 2.19 Terms and conditions
- 2.20 Contractors are to submit a copy of their Terms and Conditions which will apply to this Contract.
- 2.21 Whilst the Authorities' preference would be to enter into separate contracts for each lot, they would consider a single contract with the lead authority for a combination of lots if this were more effective. Contractors are required to submit a proposal for the contractual options indicating the benefits to the Authorities of their proposal.
- 2.22 The terms and conditions, with Service Level Agreement and Service Implementation Plan, shall be finalised and agreed between the individual Contracting Authorities and the Contractor prior to the award of the Contract.
- 2.23 Each Contracting Authority will be responsible for issuing Official Purchase Orders and for paying resulting invoices. Liability for any default in respect of payment shall rest with the defaulting Contracting Authority.
- 2.24 The Contracting Authorities shall have the right to terminate this Contract, or to terminate the provision of any part of this Contract, at any time by giving twelve (12) months' written notice to the Contractor
- 2.25 This contract opportunity is being advertised via:
- A Contract Notice advertised in the UK e-notification service website
 - A Contract/Opportunity Notice advertised on the Contracts Finder
 - An advert within the Bluelight EU Supply e-Tendering portal;
- 2.26 The following appendices accompany this ITT on BlueLight Portal:
- 2.26.1 Appendix A – Terms of the Competition**
Sets out rights and obligations which apply to you and the Authority during this Competition.
- 2.26.2 Appendix B – Specification**
A detailed description of the services that you will be required to supply to the Authority.
- 2.26.3 Appendix C – Tender Questionnaire**
A template containing questions which you are required to respond to.

2.26.4 **Appendix D – Form of Tender**

For completion and returning.

2.26.5 **Appendix E – Anti-Collusion Bidding Certificate**

For completion and returning.

2.26.6 **Appendix F – Document Checklist**

For completion and returning.

2.26.7 **Appendix G – Pricing Matrix**

A template containing questions which you are required to respond to.

2.26.8 **Appendix H – Contact Details**

For completion and returning.

2.26.9 **Appendix I – Working with ICT Department Questionnaire**

A template containing questions which you are required to respond to.

3. **COMPETITION TIMETABLE**

- 3.1 The timetable for this Competition is set out in the table below.
- 3.2 This timetable may be changed by the Authority at any time. You will be informed if changes to this timetable are necessary.
- 3.3 All Tenders must be received by the Authority before the Tender Submission Deadline.
- 3.4 Tenders received on or after the Tender Submission Deadline may be rejected by the Authority to ensure that all Contractors are treated fairly. The decision whether to reject a Tender received after the Tender Submission Deadline is made entirely at the Authority's discretion.

DATE		ACTIVITY
19 th January 2023		Publication of the Invitation
19 th January 2023		Clarification period starts
10 th March 2023		Clarification period closes (" Tender Clarifications Deadline ")
14 th March 2023		Deadline for the publication of responses to Tender Clarification questions
16 th March 2023		Deadline for submission of a Tender to the Authority Contact (" Tender Submission Deadline ") 12noon
20 th March 2023	2 nd June 2023	Tender Evaluations and Presentation/Demonstration and Clarification Interviews (Presentations W/C 24 th April 2023)
5 th June 2023		Intention to award contract

DATE		ACTIVITY
5 th June 2023	16 th June 2023	Standstill period
w/c 19 th June 2023		Pre-Contract Period
w/c 26 th June 2023		Issue of Contract Award Notification
12-18 Months		Implementation
November 2024		Expected Ready for Service (Go live) date

4. QUESTIONS AND CLARIFICATIONS

- 4.1 You may raise questions or seek clarification regarding any aspect of this Competition via the bluelight e-portal at any time prior to the Tender Clarification Deadline.
- 4.2 The Authority will not enter into exclusive discussions regarding the requirements of this Competition with Contractors (see 4.4 below).
- 4.3 To ensure that all Contractors have equal access to information regarding this Competition, the Authority will publish all its responses to questions raised by Contractors on an anonymous basis.
- 4.4 Should a Contractor have questions or queries regarding this procurement process they should be submitted in writing through the Messages Section of the Bluelight e-tendering system only. All questions or queries must be submitted prior to 5 calendar days of the deadline to submit full responses.
- 4.5 Contractors must not attempt to contact any other individual within the Authority at any point regarding this project and procurement. Failure to comply with this instruction may lead to disqualification
- 4.6 Please note queries or questions may be anonymised and sent to all Contractors subject to the following:
- When submitting a question or request for clarification or further information, Contractors should indicate whether or not they believe the question or request for clarification or further information is commercially sensitive or confidential to them. This should be done through marking the question or request for clarification or further information "**confidential – not to be circulated to other Contractors**".
 - If the Authority considers that, in the interests of open and fair competition, it is unable to respond to the question or request for clarification or further information on a confidential basis it will inform the Contractor who has submitted it. The Contractor must as soon as practicable thereafter respond in writing requesting that either the query be withdrawn or treated as not confidential or commercially sensitive. The Authority will deem that the question or request for clarification or further information has been withdrawn if the Authority is not contacted in writing within 3 working days following their informing the Contractor as referred to above.
- 4.7 Responses will be published in a Questions and Answers document to all Contractors who expressed an interest to tender.

5. PRICE

- 5.1 All Prices shall be stated in pounds sterling and exclusive of VAT.
- 5.2 Bidders must ensure they provide all costs associated with their proposed solution. This should include all costs associated with initial purchase and all costs associated with the ongoing use of your solution. This should include all travel and subsistence costs.
- 5.3 A full breakdown of all essential costs associated within the specification (Appendix B) should be clearly detailed within the tender response and Pricing Schedule Appendix G. The costs provided should reflect and be able to be cross referenced to your technical response. Where possible the costs associated with your solution should be broken down as far as practicable.
- 5.4 The Authority reserves the right to reject any submissions where prices are deemed unsustainable.

6. SUBMITTING A TENDER

- 6.1 All Contractor responses are to be returned via the Bluelight e-tendering system at www.bluelight.gov.uk
- 6.2 Please allow sufficient time before the deadline to upload all your documentation as this can take time depending on your connection speed.
- 6.3 Should you have any queries relating to the Bluelight e-tendering system, please contact bladmin@cheshire.pnn.police.uk. For queries relating to the specification please submit any questions via the Messages section of Bluelight.
- 6.4 A Tender must remain valid and capable of acceptance by the Authority for a period of 90 days following the Tender Submission Deadline. A Tender with a shorter validity period may be rejected.
- 6.5 Please upload your documents as a compressed ZIP file.
- 6.6 Responses and supporting documentation should be clearly marked with the question number(s) to which the information is applicable and cross-referenced in the response(s).
- 6.7 The only documents to be returned are detailed in Appendix F- Document Checklist
- 6.8 Failure to provide a complete submission in accordance with the requirements of this tender document may result in your tender becoming void. The Form of Tender must be signed and dated:
 - Where the Contractor is an individual, by that individual
 - Where the Contractor is a partnership, by at least two duly authorised partners; or
 - Where the Contractor is a company, by at least two duly authorised directors.

- 6.9 The contents of the Tender Documents and all associated documents are to be treated as private and confidential and for use only in connection with this tender process. Copyright in the Tender documents, including any amendments or further instructions, belongs to the Authority.
- 6.10 Tenders submitting offers not complying with specified requirements may not be considered and we will not accept responsibility for any expense or loss which may be incurred by any Contractor in the preparation of the tender.
The basic principles of the Authority's purchasing procedures aim to:
- Achieve best value for money
 - Be consistent with the highest standards of integrity
 - Ensure fairness and transparency
 - Comply with all legal requirements
 - Support the Fire Authority's corporate aims and policies
- 6.11 Any discussion or correspondence between the Authority and a Contractor shall be conducted without any obligation whatsoever by Authority to enter into or become bound by any contract.
- 6.12 If the Contractor, after submitting the tender, informs the Authority that there is an error in any of the prices or rates contained in the tender, then the Authority will afford the Contractor an opportunity to confirm or withdraw its tender. However, the tender amount may be adjusted to correct arithmetical errors that are self-evident within the tender documentation.

7. TENDER EVALUATION

- 7.1 Tenders will be evaluated in line with the Marking Scheme set out in Appendix C (Tender Questionnaire).
- 7.2 Contractors' proposals will be evaluated to identify which proposal is the most economically advantageous to the Service taking into consideration the predetermined evaluation criteria and weightings listed in the table below.
- 7.3 The presentations/interviews will be used to assess to what extent the Contractors have understood the requirements of the services, to clarify information provided in the tender documents and to meet the people who, if successful would be undertaking the services for the Authority under the Contract.
- 7.4 The Total Score Available for each criteria is as follows:

Criteria	Area	TOTAL SCORE AVAILABLE
1	Company Information	Information Only
2	Contractor Contact	Information Only
3	Delivery	Information Only
4	Mandatory Questions	Pass / Fail
	Quality- Compliance with the Specification	

Criteria	Area	TOTAL SCORE AVAILABLE
5	1. Partnership Working	5%
	2. Emergency Call Handling	5%
	3. Location & Address Matching	5%
	4. Pre-Determined Attendance	5%
	5. Mobilising	5%
	6. Incident Record	5%
	7. User Interfaces	5%
	8. GIS	5%
	9. Other Interfaces	5%
	10. Telephone Functionality	5%
	11. Radio Functionality	5%
	12. Recording and Playback	5%
	13. System Requirements	5%
	14. Business Continuity and Disaster Recovery	5%
	15. Implementation and Project Management	5%
	16. Support and Maintenance	5%
	17. Future Development	5%
	18. Incident Reporting	5%
	19. Gazetteer Management System	5%
	20. Design	5%
6	Aftersales <ul style="list-style-type: none"> • Service Delivery 45% • Contract Management and Performance 35% • Documents 10% • Innovation 10% 	35%
7	Price	15%
Total		100%

8. CONTRACT AWARD

- 8.1 If a Tender scores less than 58% of the available point for the following sub criteria (Quality, Aftersales and Price) then that Tender shall be set aside and not considered further.
- 8.2 The Contractor that achieves the highest total percentage score will be awarded the Contract.

9. DEBRIEFS

- 9.1 Upon Contract Award Contractors will be notified of the tender outcome by Letter via the Bluelight e-Tendering Portal.

Appendix A – Terms of the Competition

1. INTRODUCTION

- 1.1 These Terms of the Competition regulate the conduct of Contractors and the Authority throughout the Competition. These terms also grant the Authority specific rights and limit its liability.
- 1.2 In these Terms of the Competition any reference to 'person' includes, but is not limited to, any person, firm, body or association, corporate or incorporate.

2. CONDUCT

You agree to abide by these Terms of the Competition and any instructions given in the Competition Invitation and agree to ensure that any of your staff, contractors, subcontractors, consortium members and advisers involved or connected with the Competition abide by the same.

2.1 Contact during the Competition exercise and canvassing

You must not directly or indirectly canvass any Minister, public sector employee or agent regarding this Competition or attempt to procure any information from the same regarding the Competition (except where permitted by the Competition Invitation). Any attempt to do so may result in your disqualification from this Competition.

2.2 Collusive Behaviour

2.2.1 You must not (and shall ensure that your subcontractors, consortium members, advisors or companies within its Group do not):

- 2.2.1.1 fix or adjust any element of the Tender by agreement or arrangement with any other person;
- 2.2.1.2 communicate with any person other than the Authority about the value, price or rates set out in the Tender or information which would enable the precise or approximate value, price or rates to be calculated by any other person;
- 2.2.1.3 enter into any agreement or arrangement with any other person, so that person refrains from submitting a Tender;
- 2.2.1.4 share, permit or disclose to another person, access any information relating to the Tender (or another Tender to which it is party) with any other person; or
- 2.2.1.5 offer or agree to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration

directly or indirectly to any other person for doing or having done or causing or having caused to be done in relation to the Tender any other Tender or proposed Tender, any act or omission, except where such prohibited acts are undertaken with persons who are also participants in the Contractor's Tender, such as subcontractors, consortium members, advisors or companies within its group, or where disclosure to such person is made in confidence in order to obtain quotations necessary for the preparation of the Tender or obtain any necessary security.

- 2.2.2 If you breach paragraph 2.2.1, the Authority may (without prejudice to any other criminal or civil remedies available to it) disqualify you from further participation in the Competition.
- 2.2.3 The Authority may require you to put in place any procedures or undertake any such action(s) that the Authority in its sole discretion considers necessary to prevent or curtail any collusive behaviour.

3. COMPLIANCE

You agree that in cases where your Tender is deemed non-complaint when compared with the requirements set out within the Invitation to Tender (e.g. budget, terms and conditions) you shall be excluded from the process.

4. RIGHT TO CANCEL OR VARY THE COMPETITION

- 4.1 The Authority reserves the right:
 - 4.1.1 amend, clarify, add to or withdraw all or any part of the Competition Invitation at any time during the Competition;
 - 4.1.2 to vary any timetable or deadlines set out in the Competition Invitation;
 - 4.1.3 not to conclude a contract for some or all of the goods and/or services (as applicable) for which Tenders are invited; and
 - 4.1.4 cancel all or part of the Competition at any stage at any time.
- 4.2 You accept and acknowledge that by issuing the Competition Invitation, the Authority is not bound to accept a Tender or obliged to conclude a contract with any Contractor at all.

All tenders are submitted at the Contractors' own expense. The Authorities shall not be liable for any costs resulting from any cancellation of this tender process nor for any other costs incurred by those tendering for this contract opportunity.

Appendix B – Specification

1. INTRODUCTION AND BACKGROUND TO THE AUTHORITIES

- 1.1 Hereford and Worcester Fire Authority is responsible for providing day-to-day fire and rescue services across the two counties of Herefordshire and Worcestershire. Its governing body is Hereford and Worcester Fire Authority that the Service is answerable to the general public for its actions and performance.
- 1.2 If you would like to find out more about the Contracting Authorities and their Fire and Rescue Services please visit the websites at
- Hereford & Worcester Fire Authority - <https://www.hwfire.org.uk>
 - Shropshire and Wrekin Fire and Rescue Authority <https://www.shropshirefire.gov.uk/>
 - County Durham and Darlington Fire Authority <https://www.ddfire.gov.uk>
 - Cleveland Fire Authority <https://www.clevelandfire.gov.uk>

2. BACKGROUND TO REQUIRMENT/OVERVIEW OF REQUIRMENT

- 2.1 The Authorities propose to enter into individual Contracts for each lot or will consider a single contract with the lead Authority for combined Lots, for a period of seven (7) years with the Contractor and continue on automatically for successive periods of twelve (12) months on each anniversary date of this Contract unless terminated by either party upon twelve (12) months prior written notice to the other party.

3. SPECIFICATION

Command and Control and Communications System

Glossary of Terms

Term	Definition
3GPP	3rd Generation Partnership Project unites [Seven] telecommunications standard development organisations (ARIB, ATIS, CCSA, ETSI, TSDSI, TTA, TTC), known as "Organisational Partners" and provides their members with a stable environment to produce the Reports and Specifications that define 3GPP technologies. The project covers cellular telecommunications network technologies, including radio access, the core transport network, and service capabilities - including work on codecs, security, quality of service - and thus provides complete system specifications. The specifications also provide hooks for non-radio access to the core network, and for interworking with Wi-Fi networks

Action Plan	A pre-configured set of actions based on the incident type or Special Risk which an operator is required to perform.
Action Prompts	An incident related prompt that is presented and requires action from the CRO.
Advance Mobile Location System (AML)	A system which uses the mobile phones GPS location to determine the precise location of 999 mobile callers.
Airwave	The provider of the digital trunked radio communications network. "Airwave" is used to refer to this throughout the document.
Alerters	An individual device used to notify on call, day crewing or day crewing + fire fighters of an incident.
Alerting Area	Functionality that can be used to create warnings specific to a particular geographical area so that when an incident is created and/or an appliance is located within the Alerting Area, the system will display the warning information.
Alerting Group	An arrangement within a fire station alerter transmitter which allows certain groups of alerters to be activated, e.g. Team A, Team B or Teams A and B.
Alerts	Generated by the Solution to advise a user or number of users of an occurrence or state e.g. talk group unmonitored alarm, call unanswered time out, call on hold timeout etc.
Alliance	Partnership between Hereford and Worcester (HWFRS) and Shropshire FRS (SFRS).
Alternate Crewing	An appliance may be 'alternate crewed' with one or more appliance which means that one crew will be responsible for crewing a range of appliances. Should that crew be mobilised on the alternate (jumped) appliance, the other crewed appliances must be made unavailable until they return.
Application Program Interface (API)	This is a set of programming codes that enables data transmission between one software product and another. It also contains the terms of data exchange.
Appliance	A self-propelled vehicle designed for front line firefighting and/or rescues.
Attribute	An attribute is a quality or characteristic inherent in, or ascribed to, someone or something (i.e. a resource / equipment or person) that enables them to undertake a particular task or to facilitate an action (e.g. a resource can pump water; a person can wear breathing apparatus).
Audit Log	A document that records and tracks every action/event within the system along with date, timestamp and operator ID.
Automatic Fire Alarm (AFA)	Equipment used to warn of automatic detection of fire.
Automatic Vehicle Location System (AVLS)	A system which uses 'global positioning systems' (GPS) to track the location of resources and dynamically communicates the position of those resources to the CAD.

Batch	The grouping together of more than one call / incident.
Breathing Apparatus (BA)	Compressed air breathing equipment carried on fire appliances.
Call	Receipt and capture of a request for Fire and Rescue Service assistance. This is also widely referred to as 'incident' by FRSs and system suppliers and therefore both terms are interchangeable.
Call Handling Prompts	A system generated note used in call handling to remind the operator to ask the caller a question/give advice.
Call sign	An abbreviation for identification of a specific resource.
Caller Line Identification (CLI)	A telephone service feature provided by BT which has the ability to identify the caller's number.
Change Only Update (CoU)	Changes to specific data as opposed to a full data replacement.
CD&DFRS	County Durham & Darlington FRS
CFB	Cleveland Fire Brigade
CoCo	Code of Connection
Command and Control Solution	The proposed solution presented by suppliers (defined as the proposed Integrated Command and Control System and Mobilising Solution and encompasses all solution related requirements within this schedule of requirements).
Communications Control Processor (CCP)	A processor that controls the GD92 communication links between nodes in a mobilising system.
Community Fire Risk Management Information System (CFRMIS)	Fire safety management software enabling collection of premises risk information.
Computer Aided Dispatch System (CAD)	Mobilising System
Control Rooms	Used generically throughout this specification to refer to the two Control Rooms within the Alliance located in Worcester and Telford.
Control Room Operator Position	A terminal or end point of the solution that will be used by a Control Room Operator to carry out the Control Room functions
Commercial off the Shelf Products (COTS)	Items of equipment that can be purchased without a special order.
Community Risk	Document that sets out the Hereford & Worcester Fire Authority's assessment of local risk to life/property and how it

Management Plan (CRMP)	intends to deploy its resources to tackle these risks and improve the safety of all sections of society.
Control Room Operator (CRO)	A member of staff within a Control Room that is responsible for dealing with emergency calls, mobilising and other associated duties.
Day Crewed	A station that is crewed between specified times of the day. Outside of these hours, the day crews are on call.
Default Peripherals	A method of mobilising appliances eg sounders for wholetime, alerters for on call personnel.
Despatch Areas	The geographical area in relation to a specific FRS, including over the border, which will display resources associated with that FRS
Digital Private Network Signalling System (DPNSS)	A network protocol used on digital trunk lines used to connect PABXs to the telephone network.
Dispatcher Communications Server (DCS)	Technology provided by Motorola that replaces Vortex Communications Control Interfaces to allow users to interface with Airwave Tetra radio.
Dynamic Group Number Assignment	The ability for the solution to dynamically generate a radio talkgroup for an incident.
Emergency Services Mobile Communications Programme (ESMCP)	National Project to roll out Emergency Services Network across all Emergency Services and other responding agencies.
Emergency Services Network (ESN)	The new communication system used by the three emergency services and other public safety users in the UK. It will be based on the latest technology, delivering secure and resilient voice communication but also broadband data services.
Enhanced Information Service for Emergency Calls (EISEC)	A service provided by British Telecommunications Plc (BT) that determines the billing address or mobile phone call source area from the number of the caller.
Exclusion Zones	These can be created around an incident and actions linked to them
Exclusive Attributes	Attributes (for an example an appliance) as exclusive if resource(s) fulfilling this role cannot fulfil other roles at the same time
Fallback	Procedure to be adopted when a Control Room has to be evacuated or becomes unavailable.
Fire and Rescue Service (FRS)	A local authority Fire and Rescue Service.

Fire Service Rota	Availability management system to provide real time crewing levels of operational personnel used in Shropshire FRS and Cleveland FB.
FireWatch	Availability management system to provide real time crewing levels of operational personnel used in County Durham and Darlington FRS.
Flash Messages	Banners that appear across the top of the screen of the mobilising system to give Control Room Operators further information which is retrieved by the solution from the gazetteer, resource cards, alerting areas etc.
Fleet mapping	Used within the Airwave network to define who has access to which talkgroups in a geographic area.
Flexi Duty System (FDS)	Rota system for all operational officers.
Functional Area	Relating to the telephony system, which allows for pre-set telephony parameters to be selected, and for information such as EISEC to be transferred.
Fuzzy Matching	A technique used in computer-assisted translation as a special case of record linkage. It works with matches that may be less than 100% perfect when finding correspondences between segments of a text and entries in a database of previous translations.
Gartan	Availability management system to provide real time crewing levels of operational personnel used in Hereford and Worcester FRS.
Gazetteer	A dataset that lists individual properties to premise level and their locations.
GD92	Home Office 1992 standard communications protocol used for all operational communications between the control room and the station end equipment.
Geographical Information System (GIS)	Software used for storage, retrieval, mapping, and analysis of geographic data.
Global Positioning System (GPS)	A system that uses satellites to accurately plot the position of a receiver.
Grade	This is incidents graded 1-5 which reflects the urgency of an incident type.
GSM	Mobile phone network
Hazmat	Hazardous materials abbreviation.
Home FRS	Home FRS refers to the FRS where the incident is located.
Host FRS	Host FRS refers to the FRS who handled the call/incident.
HWFRS	Hereford & Worcester Fire and Rescue Service
Incident	Receipt and capture of a request for Fire and Rescue Service assistance. This is also widely referred to as a 'call' by FRSs and system suppliers and therefore both terms are interchangeable.
Incident Number	A series of numbers and/or letters used to uniquely identify every call / incident.

Incident Recording System (IRS)	A national data set that is collected by all FRSs for every incident.
Individual Short Subscriber Identifier (ISSI)	Unique Identifier used by the Airwave network to identify individual service access nodes.
Information Purposes Only (IPO)	For information only - no response required.
Integrated Communications Control System (ICCS)	Brings together telephone and radio communication channels and presents them to an Operator in an integrated communications interface i.e. a Graphical User Interface.
Integrated Risk Management Plan (IRMP)	Document that sets out the Shropshire Fire Authority's assessment of local risk to life/property and how it intends to deploy its resources to tackle these risks and improve the safety of all sections of society.
Integrated Services Digital Network (ISDN)	ISDN 2e – 128Kb digital service utilising 2 64Kb data channels. ISDN 30e – 2Mb digital service utilising 30 64Kb data channels.
Integrated Transport Network (ITN)	Provided by Ordnance Survey, a mapping layer providing data relating to road network and urban paths.
Internet Protocol (IP)	Internet Protocol (IP) is the principal communications protocol used for relaying data packets across a network.
Information Technology Infrastructure Library (ITIL)	A set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. In its current form (known as ITIL 2011), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage.
Local Area Network (LAN)	Computer interconnectivity on a discrete site.
Major Incident	An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency.
Make up	A specific message received from an incident requesting additional resources than those currently mobilised, e.g. "make pumps 5".
Malicious call	A malicious call is one with the intent of getting the FRS to attend a non-existent event.
Management Information System (MIS)	Systems used by a FRS to manage their data.
Message Transfer Agent (MTA)	Used by the mobilising system to talk between nodes.

MG4	Home Office MG4 protocol for alerting crews.
Mobile Data Terminal (MDT)	A vehicle-mounted or hand-held computerised device for storing, retrieving, sending and receiving data.
Mobilising	The act of resources being alerted to an incident that they need to attend.
Multi Agency Information Transfer (MAIT)	The schema for emergency services and commercial organisations to develop a common standard for the sharing of incident information between emergency service control rooms.
Network Time Protocol (NTP)	Networking protocol for synchronising the clocks of computer systems.
Officer	Also referred to in SFRS as Managers and in HWFRS as Commanders. A person in a role of Station Manager/Station Commander or above.
On Call	Firefighters who are subject to the On Call duty system.
Over the Border (OTB)	Refers to FRSs which border an FRS whether part of the Alliance or not.
Planned event	An event that has been entered in the command and control system in advance such as a fire alarm test, fumigation, controlled burning.
Pre-Determined Attendance (PDA)	Agreed resources to attend a specific Incident Type.
Private Automatic Branch Exchange (PABX)	A private telephone exchange system used in private enterprises for distribution of telephone calls.
Progressive Search	An address search on incident creation that begins with a low number of characters being typed in and a search window displays while as characters are being entered.
Public Address (PA)	System used to make announcements.
Public Sector Geospatial Agreement (PSGA)	The PSGA provides the route for public sector bodies to access, use and share constantly evolving location data.
Public Switched Telephone Network (PSTN)	The Public Switched Telephone Network is the aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators, providing infrastructure and services for public telecommunication.
Push to Talk (PTT)	This is functionality that allows Control Room Operators to utilise the radio to transmit messages.
Relief	Mobilisation of crews/resources to replace those already at an incident.
Rendezvous Points (RVP)	Pre-determined/ad hoc locations used for resources to meet prior to committing to an incident location.

Request to Speak (RTS)	The process of radio users requesting to pass a radio message and receiving permission from the Control Room before the message is transmitted
Resources	A FRS asset, appliance, officer, firefighter, equipment.
Response plan	A predefined set of attributes and equipment which are required to adequately deal with an incident of a certain type at a specific location.
Restricted Crewing	A crew for an appliance that does not have an Officer in Charge, insufficient BA wearers or no EFAD driver.
Role	Level of management responsibility e.g. Crew Manager/Crew Commander, Watch Manager/Watch Commander etc.
Routing	The process of calculating a route from one place to another.
SAN A	Appliance mounted Airwave radio.
SAN B	Desk mounted Airwave radio.
SAN J	Hand held Airwave radio with an aerial.
Secondary Question Forms	Forms that can be completed during call taking to aid mobilising.
Selective alerting	The ability to alert a specific group of on call firefighters at a fire station.
Service Access Node (SAN)	Airwave device that provides a connection to their network.
Session Internet Protocol (SIP)	Is a signalling protocol used for initiating, maintaining, and terminating real-time sessions that include voice, video and messaging applications
Short Data Service (SDS)	Short data message service used over Airwave tetra radio network.
Short Message Service (SMS)	Short message service (text) used over mobile telephone network.
Simple Network Management Protocol (SNMP)	A protocol used to receive status information from network devices.
Site Specific Information (SSI)	Risk critical information held on the mobilising system to be actioned at time of call.
Site Specific Risk Information (SSRI)	Risk critical information relating explicitly to a unique location. Identified after a Risk Based Inspection is carried out and updated annually or as and when required.
SFRS	Shropshire Fire and Rescue Service
Smartphone	A mobile telephone device which may use any operating system e.g. Android, Apple, Blackberry, Windows, Google.
Solution	The set of related software programs and/or services offered by the supplier to deliver the required outcomes.

Spate conditions	Exceptional demand on Control Room resources causing circumstances during which either or both of the following apply:- <ul style="list-style-type: none"> · Unusually large number of emergency calls · Exceptional demand on FRS resources.
Standard Operating Procedures (SOP)	FRS developed procedures for managing operational risk.
Standby	The moving of resources to maintain operational fire cover.
Station area	A geographic area covered by a fire station for administrative purposes.
Station End Equipment (SEE)	The equipment based in the individual Fire Stations attached to the Fire Services WAN and other peripheral equipment.
Stop message	A message which indicates operational personnel have sufficient resources to deal with an incident.
Structured Search	Search carried out using any part of a premises address, e.g. property, street, business name, but full address is not required.
Tags	Tags/tagging improves the ability to search for specific incidents which have been allocated a customised tag
Talk group (TG)	A logical radio channel on the Airwave/ESN network that permits all affiliated users to exchange voice communications.
Terrestrial Trunked Radio (TETRA)	A professional mobile radio and two-way transceiver specification used by UK emergency services.
Transmission Control Protocol/Internet Protocol (TCP/IP)	This is a suite of communication protocols used to interconnect network devices on the internet. It can also be used as a communications protocol in a private network (an intranet or an extranet).
Unique Property Reference Number (UPRN)	Number used to identify a specific property record in an address based gazetteer.
Unique Reference Number (URN)	Number used to identify a specific gazetteer record.
Voice Over Internet Protocol (VOIP)	A methodology and group of technologies for the delivery of voice communications over Internet Protocols such as the internet.
Weighting	Additional time allocated to a resource to ensure that the expected time of arrival is realistic (e.g. a weighting of seven minutes is added to an on call station to allow for the additional time it will take crew to get to the station).
Wholetime	A station that is crewed 24/7/365.

Wide Area Network (WAN)	Computer network interconnectivity between dispersed geographic sites.
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Scope & Responsibilities

Introduction

Lot 1: Hereford and Worcester and Shropshire

The Authorities have two separate Control Rooms in Worcestershire and Shropshire and are currently using a hosted shared ICCS which integrates with separate CAD systems in each control room. Call flow through the shared ICCS is currently managed so that each is normally presented with their own area's calls but can also be presented with calls for the other on demand.. While the ICCS is shared, each control room can log into either their own or the others CAD when required to provide an emergency response on behalf of the other FRS.

To provide full resilience across the FRSs, the Authorities now require a CAD solution to integrate with the shared ICCS to operate seamlessly across both control rooms allowing each Authority to access full functionality to manage all calls, radio traffic and incidents for solely their own FRS area or both FRS areas simultaneously, as and when required.

The solution should also ensure that any failures do not affect both control rooms at the same time, but ensure that the unaffected control room can function on behalf of both until the failure is rectified.

For business continuity, the Authorities are seeking a solution that can also be accessed remotely from alternative locations should the control rooms need to be evacuated, or supported from alternative locations.

Lot 2: Cleveland

The Authority has a separate control room in Hartlepool and require a fully integrated hosted CAD and ICCS. There is a remote buddy support agreement in place with Shropshire and Hereford and Worcester, which involves reciprocal call handling and mobilising. Although there is no requirement to integrate this functionality into the solution at the outset, this is something the Authorities would like to explore.

Lot 3: County Durham and Darlington

The Authority has a separate control room in Durham and require a fully integrated hosted CAD and ICCS which must include full integration into their FRS systems including Airwave Radio system DCS, Mobile Data Terminals, SMS/Paging, GIS, IRS, Firewatch, Active Directory, SQL reporting, Multi-tone Station End Equipment, Corporate Management Information System, Bulk Voice Recording System, Mitel Telephony System, Building PA system for staff recall and announcements.

High Level Requirements

Lot 1: The Supplier must provide a new shared CAD system for Shropshire and Hereford & Worcester Fire Services, to facilitate Emergency Response Operations from their control rooms at Telford and Worcester, where there must be sufficient resilience in the supplied

system to prevent loss of functionality to both control rooms simultaneously. The CAD should integrate with their existing hosted ICCS or suppliers may offer an alternative costed option for the Authorities to consider.

Lot 2: The supplier must provide a new CAD and ICCS system for Cleveland Fire Brigade to facilitate Emergency Response Operations from their control room in Hartlepool.

Lot 3: The supplier must provide a new hosted CAD and ICCS system for County Durham and Darlington to facilitate Emergency Response operations from their control room in Durham.

Contractors are invited to submit alternative proposals at different price points to meet the requirements, these will be evaluated on an individual basis

The solution must be compliant with the Home Office 1992 "GD92" protocol and the MG-4 alerting protocol. The solution must comply with the Home Office Airwave code of connection. The solution must comply with the requirements of the EU Electronic Communications Code (EECC) through the Electronic Communications and Wireless Telegraphy (Amendment) (European Electronic Communications Code and EU Exit) Regulations 2020.

The system must use the Ordnance Survey AddressBase Premium (ABP) data for addressing.

The solution must be able to consume resource location information and utilise positional information for resource management and dynamic mobilising.

The solution must have the ability to integrate to all current connected systems to provide full functionality. The individual Authorities may use a combination of different systems with different requirements which are listed in the detailed requirements. The solution must integrate with the availability systems used by the FRSs i.e. Gartan in HWFRS, Fire Service Rota in SFRS and Cleveland and Firewatch in Durham & Darlington to update availability in the CAD of appliances from the availability system in real time and FDS officer duties from the availability system as they change.

The solution must integrate with station end equipment (SEE) which is compatible with GD92.

The solution must supply a mobile data terminal solution integrated with the CAD into HWFRS and SFRS (Lot 1), integrate with SEED MDT software in CFB (Lot 2) and MODAS MDT software in CDDFRS (Lot 3). Suppliers may offer an alternative costed option for CFB and CDDFRS to consider.

The solution must allow for the live status and details of incidents and resources from the CAD to be displayed remotely, for example to be displayed on a wall mounted monitor in the Control Room/Training Room/Command Room, and on officer tablets/smartphones.

A transactional cut of data/live feed must be made available. This must be accessible to the individual Authorities for reporting and feeding to other systems, for example, Home Office IRS, dynamic cover tool provided by ORH.

A voice recording system must be provided to allow on demand/instant playback of radio and telephony calls and a voice recording system for bulk storage of radio and telephone call recordings.

The solution must maintain a full timestamped audit log of system changes.

The supplier must deliver a fully ESN compatible solution when the ESN is available for the FRSs to transition.

The supplier must provide suitable and effective backup systems for all major subsystems within the solution.

The supplier must provide a resilient solution that will provide a minimum of 99.99% availability and have a method to measure this.

Full service support must be provided by the supplier (minimum Service Levels defined by the FRSs in the section 'Service Levels')

The supplier must provide a robust fault reporting system that allows any member of the FRSs, with the responsibility to report faults, to fully open all fault reports irrespective of who entered them.

The Contractor must co-operate with other FRS contractors where necessary to resolve problems with the service provided by the proposed system.

The supplier must provide training to Control Room personnel and include training materials. This must also include administrator training for the back end of the system and IT training.

The solution, and all associated documentation, must be in UK English language as a minimum.

Detailed Requirements

Instructions for completion

Contractors must describe how their solution meets each of the detailed requirements in the table below. Marks will be awarded according to how comprehensively the requirements are met. A maximum word count is provided for each response. If there is a different response for any of the Lots the contractor must provide an additional response. If this information is included in a separate ANNEX then a cross reference should be included in the Contractors response and the ANNEX reference on the ANNEX itself.

1. Partnership Working

Ref No	Requirement/Question
For Information Only	<p>The FRSs currently operate with four individual Control Rooms which serve each Authority. Contractors are invited to submit proposals for Lot 1 and/or Lots 2 and/or 3 costed as a whole and separately.</p> <p>The Alliance (HWFRS and SFRS Lot 1) require one solution to work across both control rooms. They will normally work with a maximum of 10 operator positions across both control rooms, but exceptionally will need to be able to scale up to 12 operator positions as required for short periods of spate/major incidents.</p>

	<p>Cleveland (CFB – Lot 2) normally work with 3 operator positions, but will need to be able to scale up to 5. There is an agreement in place for The Alliance and CFB to support one another in call handling and mobilising.</p> <p>County Durham & Darlington (CDDFRS – Lot 3) normally work with 5 operator positions but exceptionally would need to be able to scale up to 6..</p>
1.1	<p>The solution must allow a CRO in either of the alliance/all FRSs to access the CAD functionality for their own FRS individually or for both/all FRSs simultaneously as required by the CRO.</p> <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	<p>Click or tap here to enter text.</p>
1.2	<p>The proposed CAD solution must provide the ability to search the gazetteer for addresses within the alliance/all FRS areas as and when required.</p> <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	<p>Click or tap here to enter text.</p>
1.3	<p>The solution must allow CROs to display only that which pertains to their own FRS home area as required.</p> <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	<p>Click or tap here to enter text.</p>
1.4	<p>The proposed solution must have the ability to mobilise the resources for alliance/all FRSs from either control room as and when required.</p> <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	<p>Click or tap here to enter text.</p>
1.5	<p>When mobilising on behalf of other FRSs all PDAs, attendance times etc. must relate to the home FRS</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	<p>Click or tap here to enter text.</p>
1.6	<p>The solution must allocate an incident number pertaining to the relevant FRS.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	<p>Click or tap here to enter text.</p>
1.7	<p>The solution must allow a CRO to create an incident for another FRS whilst remaining active in their home FRS area.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	<p>Click or tap here to enter text.</p>
1.8	<p>The solution must allow each control room to view and add to the incident record for alliance/all FRSs.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>

Response	Click or tap here to enter text.
1.9	The solution must have the ability for FRSs to access action plans and risk information for alliance/all FRSs as and when required. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
1.10	The solution must have the ability to have shared documents e.g. handover page that all can edit. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
1.11	Contractors must supply details of which areas each FRS could configure differently and where configuration would need to be consistent across FRSs. Describe how you will meet this requirement. No word limit:
Response	Click or tap here to enter text.

2. Emergency Call Handling

Ref No	Requirement/Question
For Information Only	For the purposes of this section, the terminology 'call' is used to describe the receipt and capture of a request for Fire and Rescue Service assistance. This is also widely referred to as an 'incident' by Fire and Rescue Services and System Suppliers and therefore both terms are interchangeable within these requirements
	Emergency Calls are received into the Control Room in a variety of different ways, but mainly through the telephony system. The details of the call which will include the caller's details, location and type of incident are manually entered into the solution. We recognise some of this information will be entered automatically and some will continue to need manual input from the Control Room Operator (CRO). Once entered, the incident location will be validated against a Gazetteer database and by linking this to an Incident Type will enable the CRO to ascertain the required response. The authorities do not separate the call taker and despatcher roles, therefore the solution must allow the call taker to mobilise resources, once a valid location and incident type have been matched, even if the call itself is still in progress.
Call Collection Form	
2.1	When a CRO takes an emergency call through the telephony system the solution must automatically present a call collection form to that CRO, which will be presented at the forefront any other activity the CRO may be engaged in, within no more than two seconds of the call being answered by the CRO.

	Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.2	The Solution should allow a CRO to open another call collection screen when one screen is already open. In which case, the solution must retain any information entered on a previous call collection screen and allow the CRO to return to that screen and add/amend information already logged. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.3	The solution must have a minimum of one alternative method for a CRO to generate a new call collection form manually Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.4	When Caller Line Identification (CLI) information is available from the incoming call the solution must present it on the call collection form within no more than two seconds of the CRO accepting the call Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.5	The call collection form must be presented in a logical sequence for when the CRO is taking caller information and the fields should have enough space for detailed information to be read easily and allow the CRO to switch between fields. The CRO must be able to enter information into the call collection form in any order they wish Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.6	When a new call collection form is generated the solution must allow the CRO to enter as a minimum: 1. Call Origin 2. Call Source e.g. 999, police, ambulance, AFA company, Careline, Highways, (Automatically pre-populated but must allow manual input/change) 3. Incident Type from a pre-populated list 4. Incident Location (from both EISEC details and manual entry. The EISEC must allow the CRO the option to transfer the address field without having to retype the entry) 5. Additional incident information (free text) Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.7	The solution must allow the CRO to cancel the call collection form at any point prior to mobilising and regardless of what information has already been pre-populated / manually entered. Describe how you will meet this requirement in no more than 250 words:

Response	Click or tap here to enter text.
2.8	If the CRO cancels the call collection form at any point, the solution must ensure the call collection form does not automatically re-present to the CRO for the duration of the call unless initiated by the CRO manually. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.9	All information on the CRO's screen prior to the call collection form being generated must remain intact and be available when the CRO ceases to use the call collection form. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.10	The solution must allocate a unique reference pertaining to each FRS to every incident logged which will be used as the Incident Number. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.11	The solution must have the functionality to allow incidents to be assigned to an un-resourced queue at any time. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.12	The solution must allow a CRO to enter eastings and northings, including latitude and longitude (map references) which refer to a specific location within the call collection form Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.13	The solution must have a dummy call collection form which provides all the information and associated response when an address and incident type are entered, but doesn't prevent other CROs from using any resources being looked at Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Enhanced Information Service for Emergency Calls (EISEC)	
2.14	If an emergency call provides EISEC information, the solution must present this information, from BT on the call collection form within no more than two seconds of the data being returned into the solution and a CRO accepting the call Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

2.15	The solution must allow the CRO to selectively transfer validated EISEC information into the new call collection form Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.16	Once the EISEC information has been validated against the Gazetteer database, the solution must plot the caller's location on a map within no more than two seconds of the validation. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.17	The CRO must be able to disregard the EISEC data presented if not required in the call collection form and allow the CRO to enter in the information manually. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.18	The EISEC data that was presented must be recorded in the incident log. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.19	The solution should also allow for ecall data to be automatically passed to the system, plotting on the map the vehicle location using the Longitude and Latitude passed over via the call Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Previous Calls	
2.20	The solution must be able to return previous call history based on a given telephone number or Gazetteer address. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
2.21	The solution should allow an FRS Authorised User to input a message against a telephone number so that when the telephone number is entered at the call collection stage the message is displayed to the CRO i.e. known nuisance caller details Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Incident Type	

2.22	<p>The solution must allow a CRO to select an incident type from a list provided by the FRSs, using an alphabetical structure and using key words, in the least number of steps.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
2.23	<p>The solution must allow a CRO the option to select an incident type by using a pre-assigned alias e.g. by entering 'bedroom' the solution will present the 'domestic dwelling' option.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
2.24	<p>The solution must allow a Priority level/Grade to be assigned with each configured Incident Type e.g. to differentiate between life risk and lower risk incidents</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
2.25	<p>The solution must allow specific FRS procedures/Control National Operational Guidance to be referenced to an Incident Type(s) to be displayed to the CRO during call handling when that Incident Type is selected</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
2.26	<p>If further information comes into the Control Room during the course of an incident, the solution must allow the CRO to change the Incident Type and this will ideally be automatically communicated to all the attending resources via MDT. A record of the original Incident type must be retained within the incident log.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
2.27	<p>If any changes are made to the Incident Type, the solution must propose any amendments to resources, including in the calculation those resources that have already been mobilised to the incident.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
Call Handling Prompts/Forms	
2.28	<p>The solution must allow an FRS Authorised User to configure call handling prompts/forms to aid the CRO with the handling of a call. As a minimum this must include the ability to:</p> <p>Display relevant call handling prompts within no more than two seconds of an Incident Type being selected so that relevant questions and guidance can be shown in order to aid the CRO with the handling of the call</p>

	<p>Capture CRO entered responses from the caller to all call handling prompts</p> <p>Allow for responses received from the caller in relation to each question to determine the next question and / or guidance but the CRO is required to be able to proceed with the call without responding to a prompt.</p> <p>Allow a priority order to be assigned to call handling prompts by a FRS Authorised User so they are displayed to the CRO in order of priority if more than one prompt is presented.</p> <p>Have the ability for an FRS authorised user to add information and create new prompts as required</p> <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	Click or tap here to enter text.
2.29	<p>The solution must allow the CRO to mobilise resources at any point during call handling regardless of the display of call handling prompts</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
2.30	<p>All call handling prompts displayed to the CRO must be recorded on the relevant incident log and all cancellations or actions must be recorded on the incident log with date and time stamp and CRO ID.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.

3. Location and Address Matching

Ref No	Requirement/Question
For Information Only	The fast and accurate determination of the location of an incident is the primary and most crucial aspect of call handling. An accurate location is not only vital because it is where resources will be mobilised to, but it is also key in the subsequent processes such as duplicate call detection, determination of the response and closest resource routing
	The aim of the location search will be to accurately identify the location of an incident using details from all available tools within the system.
Gazetteer Searching	
3.1	<p>The solution must allow CROs to be able to search for any record within the Gazetteer, providing automatic and progressive search facilities to match data or partial data to the Gazetteer during the call handling process, where results will be reduced and become more accurate as further information is entered. If the gazetteer is shared across FRSs, there should be a means of prioritising those of the home FRS.</p> <p>Describe how you will meet this requirement in no more than 500 words:</p>

Response	Click or tap here to enter text.
3.2	<p>Where EISEC data is used to undertake an address search, the solution must validate EISEC information against the Gazetteer database in no more than two seconds from the data being returned without interfering with the call taking process.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.3	<p>Where AML data is used to undertake an address search, the solution must validate AML information against the Gazetteer database in no more than two seconds from the data being returned without interfering with the call taking process.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.4	<p>The Gazetteer search within the solution must support the following as a minimum;</p> <p>Progressive searches in any field including fuzzy matching and always offer the best available match</p> <p>Alphabetic entry, similar sounding, variation of spelling and transposition of letters and always offer the best available match where incomplete or vague information is provided</p> <p>Returning results where an address is spelt phonetically e.g Morton road and Moreton road, B&Q B and Q, B & Q.</p> <p>Processing and transposing upper- and lower-case characters within its Gazetteer structure when entered by a CRO for validation</p> <p>Multiple aliasing of addressable and non-addressable records kept in the local version of the Gazetteer and allow the CRO to search against this alias (e.g. a defined location known by a variety of names - 1 High Street may also be known as The Kings Head PH)</p> <p>Return results where the CRO has the wrong street type. i.e. has used "road" instead of "lane", "street", "mews" etc. with priority given to exact matches</p> <p>What3Words</p> <p>Map reference/eastings & northings</p> <p>CRO searchable entries that include locations and objects without postal addresses.</p> <p>Addressable locations as a minimum will include;</p> <ol style="list-style-type: none"> 1) House/Property Number 2) Premises Name/Business Name 3) Street 4) Locality/Town 5) Postcode 6) County <p>Describe how you will meet this requirement in no more than 750 words:</p>
Response	Click or tap here to enter text.

3.5	<p>The solution must allow the CRO to cancel the current Gazetteer search at any time and re-search on different criteria</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.6	<p>The solution must allow the CRO to search the Gazetteer at any time independently from the call taking screen using location, wild card and all methods detailed in 3.4.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.7	<p>The solution must have the functionality to allow locations to be matched using latitude and longitude references and also grid references.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
Gazetteer Matching	
3.8	<p>The solution must present the results from a search against the Gazetteer in no more than two seconds of the input of data and in order of relevance, starting with the most relevant at the top.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.9	<p>The procedure of validating the address against the Gazetteer must not interfere with or hinder the call handling process in anyway.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.10	<p>The CRO must be able to select an entry from the returned results easily and ideally in one single action</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.11	<p>Once the CRO has selected an entry from the returned results, the solution must as a minimum:</p> <ul style="list-style-type: none"> Display the match from the Gazetteer record in no more than two seconds Display the selected location on a map within no more than two seconds Allow CRO to cancel this selection and re-enter search criteria and select another entry Provide a visible prompt to indicate if an incident is in another FRS area <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.

3.12	<p>The solution must match a Gazetteer record but retain any information entered manually by the CRO e.g. CRO uses Gazetteer record 1 High Street but text also displays information entered by CRO i.e. rear of garages</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.13	<p>A CRO must be able to create incidents by selecting a point on the map.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
Repeat Calls	
3.14	<p>The solution must present a clear prompt to the CRO of any possible repeat calls or incidents within no more than two seconds of a location being validated</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.15	<p>The prompt of a possible repeat call must be configurable and contain at least the Incident Type, incident location, date and time of call</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.16	<p>The solution must allow a CRO to classify a call as a repeat at any stage during call taking. Once confirmed as a repeat call the CRO must be able to close the repeat call and link it to the initial incident. Each repeat call must be displayed on the original incident with a summary of the number of repeat calls.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.17	<p>The solution must automatically close a call when linked to a repeat without the need of a CRO input</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
3.18	<p>The solution must allow the CRO to cancel the repeat prompt and continue to create a new incident at any stage of the call handling process</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
Associated Information	

3.19	Once a location is selected, the solution must indicate the existence of risk or hazard information or display prompts associated with the location within no more than two seconds of the address being selected Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
3.20	The solution must be capable of displaying risk or hazard information associated with the location from the other FRSs when the location is matched in the Gazetteer. This information must be able to be updated as and when required. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
3.21	If a location is selected that is the subject of a planned event (e.g. AFA testing, fumigation, controlled burning) the solution must display the relevant information to the CRO within no more than two seconds Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
3.22	The solution must allow an FRS Authorised User to configure the proximity to the selected location in order to display existence of associated information to include but not limited to; 1) Previous calls 2) Planned events 3) Risk Information Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Gazetteer	
For Information Only	The Gazetteer currently used by the services is based on Address Point which is no longer supported by OS. The Gazetteer covers each respective FRS area plus a 10km buffer to allow for call handling of Over the Border calls
3.23	The gazetteer must be based on the Address Base Premium database and schema as supplied under the Public Sector Geospatial Agreement (PSGA) Describe how you will meet this requirement in no more than 500 words:
Response	Click or tap here to enter text.
3.24	The solution must allow local editing and for the ability to upload Change Only Updates when they are released. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

3.25	Any single location alteration or creation made to a local FRS Gazetteer must be made available to all users logged into the solution in either FRS as soon as the alteration/creation is versioned Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
3.26	The Gazetteer must support entries for any addressable and non-addressable locations within the FRS geographic areas and associated 10km buffer over the border areas Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
3.27	The FRSs must be able to configure which fields from the AddressBase Premium data set are available to different parts of the solution, e.g. Call Collection Form, Turnout Sheet, etc. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
3.28	The solution should allow users to reposition incident locations onto a map Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
3.29	The solution must allow on map search functionality from the map and NOT just from searching for a specific address. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

4. Pre-Determined Attendance (PDA)

Ref No	Requirement/Question
For Information Only	Some types of incident may require an attendance at two different access points for a single incident, e.g. at a railway tunnel (a different attendance to each end of the tunnel)
	An attribute is a quality or skill characteristic assigned to someone or something (i.e. a type of resource or equipment) that enables the crews to undertake a particular task or to facilitate an action
Attributes	
4.1	The solution must be able to identify and propose the appropriate resources for a particular incident type/location to fulfil a PDA by the use of attributes (a quality or skill characteristic assigned to someone or something e.g. a piece of equipment or a particular skill). There must be no perceived limit to the number of attributes that can be specified within a response plan

	Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.2	The solution must recommend the resources based on time and distance (in that order) as calculated on the road network and must present the predicted time to arrive at incident. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.3	The solution must only present resources with the necessary attribute(s) required that have been specified in the PDA, allowing a priority order to be assigned to attributes if required Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.4	It must be clear to a CRO when looking at a resource which attributes are available and which attributes are not available Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.5	Once the Incident Type and location have been confirmed in the Call Collection Form, the solution must present a response plan based on the Pre-Determined Attendance (PDA) which will guide the CRO as to the number and type of resources that are required to attend the given type of incident and/or location. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.6	The recommended attendance proposed by the solution is determined by the location and the current availability of resources. The current location of a resource may be determined by Automatic Vehicle Location (AVL) solution and the routing algorithm must determine which is the quickest and most appropriate response to the incident Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Resource Proposal	
4.7	The solution must clearly display the relevant resources in the least number of steps by the CRO, proposing appropriate resources based on those specified for the Incident Type, location, time of day, polygon area on the GIS, access points, Action Plan or any combination of these, taking into account the current location of all available resources and road network limitations. Describe how you will meet this requirement in no more than 500 words:

Response	Click or tap here to enter text.
4.8	<p>The solution must display a configurable number of alternative resources for the CRO that, as a minimum;</p> <ul style="list-style-type: none"> - Meet the requirements of the PDA should the CRO wish to change the proposed resources, add or reduce resources to be mobilised - Are displayed distinct from those resources being proposed - Displays a minimum replacement for each of the required resources, which is configurable as required - Can be displayed by type, for example, Pumping Appliance, Special Appliance or Officer which can be clearly differentiated by the CRO <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.9	<p>The solution must have the facility to enter a delayed response time on all resources individually and take this time into account when calculating the time to an incident for that resource.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.10	<p>The solution must have the facility to enter remarks against a resource in the call sign as required.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.11	<p>The solution must display both proposed resources and alternative resources showing both time and distance along with the current status of the appliance, with the quickest listed first, based on the last known location. This calculation should include any time weighting added to the resource</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.12	<p>The solution must propose the most appropriate resources using road speed, turn out times, road networks and routing and the proposal must be logged within the incident.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.13	<p>When proposing resources, the solution must;</p> <ul style="list-style-type: none"> - Clearly identify a resource that is required to fulfil a specific function on the proposal, e.g. command support. - Clearly identify any resources that are booked as Crew Deficient, BA Deficient or Alternate Crewed - Clearly display the required attendance for the PDA e.g. 2 pumps, 1 aerial - Indicate if the PDA/response cannot be fulfilled and indicate what aspect of the resourcing is deficient

	<ul style="list-style-type: none"> - Automatically refresh the proposal and alternative resources if the status of a resource changes - Have the ability to manually refresh proposal - Allow the CRO to reassign/reassemble the proposed resources by removing, replacing or adding resources to a PDA at the initial time of mobilising and not as a separate action - Group response appliances together, such as Pumps, ALPS and a list of PDA associated to the incident type <p>Describe how you will meet this requirement in no more than 750 words:</p>
Response	Click or tap here to enter text.
4.14	<p>The solution must allow a CRO to assign and mobilise a mixture of resource types within a resource proposal, i.e. both Appliances and Officers.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.15	<p>The solution must propose resource by nearest location, officer ranks and skill sets.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.16	<p>The solution should continue to calculate if there is any resource that becomes available that can arrive at the incident more quickly than the response already mobilised and provide a prompt if this is identified, until arrival of the full response</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.17	<p>Where there is more than one appliance at the same station the FRS must be able to decide the order in which they are proposed and configure the system accordingly.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.18	<p>The solution must allow a CRO to mobilise some of the appliances offered. If the CRO chooses to do this then a warning must be displayed to let the CRO know that they have not mobilised the recommended amount of resources.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
Automatic Vehicle Location System (AVLS)	
4.19	<p>The solution must consume Automatic Vehicle Location Solution (AVLS) from mobile data devices for both the officers and the pumps e.g. MDT's, Airwave Radios, Smartphone's, Satellite Navigation devices, and other</p>

	<p>commercially available navigation devices in order to calculate the quickest response to an incident in as close to real time as possible.</p> <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	Click or tap here to enter text.
4.20	<p>The solution must be able to receive AVLS updates at varying preconfigured interval rates which may vary for each status type</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.21	<p>Loss of AVLS feed for resources must be reported by the solution so appropriate remedial action can be taken and where AVLS data is not available the solution must use the last known or reported location when calculating the quickest response to an incident, ideally providing a confidence value and date/time stamp to the CRO</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.22	<p>The solution must allow AVLS data to be stored for later retrieval and analysis.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.23	<p>The solution must also allow a CRO to track resource location and status as they travel.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.24	<p>The solution should allow tracking of resources routing to be retrievable after an incident is closed.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.25	<p>There are occasions when a resource en-route to a low risk incident (such as a small fire in the open) may end up being the closest resource to an incident where there is serious risk to life or property when the call comes in. The solution proposal should include resources that have been ordered or en-route to another Incident of an equal or lower grade clearly displaying if this is the case</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
4.26	<p>When a resource is reassigned to another incident the solution must present a warning to the CRO, and request confirmation from the CRO to proceed.</p>

	Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.27	Where the solution offers resources mobilised to another incident of an equal or lower priority, it must have a structured mechanism to support the CRO to replace the resource on the original incident Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Creating & Editing PDAs	
4.28	The solution must provide a simple and intuitive facility for a restricted set of FRS Authorised Users to view, amend, create and delete PDAs Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.29	The solution must provide the facility to update a number of PDAs simultaneously (e.g. a change to an appliance type that could affect PDAs) Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.30	The solution must allow PDAs to be based upon the following parameters as a minimum; incident type, location, time of day, polygon area on the GIS, access points, Action Plan, property or any combination of these and identify resources by type, skill set or equipment Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.31	The solution must allow for a PDA to be enabled/disabled by an FRS Authorised User, and allow for entry of last reviewed date. Describe how you will meet this requirement in no more than 250 words:
Response	
4.32	The solution must provide the facility for an FRS Authorised User to search for a specific PDA using the following parameters as a minimum; Resources assigned to the PDA, Address/Location assigned to the PDA, Incident Type associated with the PDA Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.33	The solution must be able to recognise and facilitate OTB Resource Call Signs and locations and allow them to be proposed within the PDA along with the home FRS resources. Describe how you will meet this requirement in no more than 250 words:

Response	Click or tap here to enter text.
Access Points/Split Attendance	
4.34	The solution must propose a unique attendance for each access point by calculating the quickest available resources and display them simultaneously in a clearly identifiable way Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.35	There should be no restriction on the number of access points that can be used for a single incident type Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.36	The solution must be able to facilitate access points that are geographically remote to the main location of the incident (e.g. the most appropriate locations for resources to attend, which may not be at the primary site of the incident) Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.37	The solution must allow the turnout details to resources to display explicitly which access point they are attending. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.38	Once the resources have been mobilised the CRO must be able to view the incident with the access points and the resources mobilised to each in a clearly identifiable way Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.39	The solution must allow, where supported, access points to be identified on MDTs. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.40	The solution must allow for additional access points to be added once an incident has already been created, for example, but not limited to, a holding area, specific risk premises or Rendezvous Point for large scale incidents Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Dual Mobilised Roads	

For Information Only	When an incident occurs on a dual mobilised road (e.g. dual carriageways or motorways), the FRS will send resources to both the affected and unaffected carriageway on that particular stretch for a number of reasons (e.g. the caller may have reported the wrong carriageway or traffic on the affected carriageway may prevent resources from accessing it this way)
4.41	When mobilising to dual mobilised roads the solution must be able to identify the affected carriageway and the correct 'mirror' carriageway to which to send the resources and this must be clearly displayed to the CRO and propose a unique attendance for each that will be displayed simultaneously and mobilised in one action. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.42	When mobilising to dual mobilised roads the solution must be capable of matching to specific access points at junctions along the stretch of road that do not necessarily feature in the Gazetteer (e.g. some long stretches between junctions are divided into further sections for the purposes of mobilising) Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.43	The solution must ensure resources are clearly informed which carriageway/location they are to travel on when attending an incident on a dual mobilised road even if multiple appliances are attending from the same station Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.44	The solution must record the secondary address and resources mobilised to it in the incident log of the primary incident. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Additional Resources Required	
For information only	During the course of an incident there may be a requirement for additional resources to be mobilised (referred to as a Make-Up). The solution must allow a CRO to mobilise additional resources to an existing incident following initial mobilisation of the response, based on the requirements for the incident :
4.45	The additional resource or 'make-up' function in the solution must allow a CRO to enter multiple generic, specific resource types and Attributes for Mobilisation to occur in one action e.g. make pumps 5, aerials 1, hazmat Officers 2 Describe how you will meet this requirement in no more than 250 words:

Response	Click or tap here to enter text.
4.46	The solution should have the functionality to allow a make-up message to be received from MDTs Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.47	The 'make-up' function in the solution must allow a CRO to enter a reason for the increase in resources e.g. for BA, which will be sent on the mobilising message at the time of mobilising Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.48	Once the request for additional resources has been initiated, the solution must propose the quickest and most appropriate additional resource types and attributes to fulfil the make-up request, within no more than two seconds per resource type/attribute of the request being initiated Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.49	On proposing resources for a make up, the solution must include in the calculation those resources that have already been mobilised to the incident e.g. make pumps five with two pumps already mobilised, the solution would propose an additional three pumps. The solution should also exclude certain pumps where they have been mobilised as specialist support crews. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.50	When proposing additional resources, the solution must ; <ul style="list-style-type: none"> - Clearly identify a resource that is required to fulfil a specific function on the proposal, e.g. command support. - Clearly identify any resources that are booked as Crew Deficient, BA Deficient or Alternate Crewed - Clearly display the required attendance for the PDA e.g. 2 pumps, 1 aerial - Indicate if the PDA/response cannot be fulfilled and indicate what aspect of the resourcing is deficient - Automatically refresh the proposal and alternative resources if the status of a resource changes - Have the ability to manually refresh proposal - Allow the CRO to reassign/reassemble the proposed resources by removing, replacing or adding resources to a PDA at the initial time of mobilising and not as a separate action - Group response appliances together, such as Pumps, ALPS and a list of PDA associated to the incident type Describe how you will meet this requirement in no more than 500 words:
Response	Click or tap here to enter text.

4.51	The solution must provide the function for a CRO to allocate pre-defined roles to resources at an incident e.g. Incident command vehicle, Incident commander, hazmat, command support
	Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.52	The solution must alert a CRO of additional Action Prompt items generated when additional mobilisation is carried out e.g. make pumps 5
	Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
4.53	The solution must record all solution and CRO actions associated with mobilising additional resources on the Incident Record
	Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

5. Mobilising

Ref No	Requirement/Question
For Information Only	Once the required response to an incident has been determined, the CRO will then have the option to mobilise the proposed resources. The term 'mobilisation' refers to the sending of incident details and the alerting of required personnel. The method of sending and receiving mobilisation instructions will vary depending on a number of different factors including the type and location of a resource, the type of crewing arrangements for a particular appliance or station and the availability of a suitable communication bearer
	Dependent upon the type of incident, Officers may be required to be mobilised along with appliances as part of a pre-determined attendance, however Officers are also mobilised in response to a request from an incident, fulfilment of a make-up or at the discretion of a CRO. It is intended to locate the most appropriate Officer by the use of AVL and automatic mobilisation of Officers at the time of call, currently fixed locations are used where AVL is not available. In addition to mobilising, during the course of an incident an Officer may be required to be informed of an incident and/or kept informed of incoming messages from the incident.
Mobilising Resources	
5.1	The solution must display both proposed resources and alternative resources; - In descending order of quickest time to the incident (e.g. the quickest should be first) based on the last known location ascertained by AVLS data or, where this is not available, last known location. This calculation should include any time weighting added to the resource - Automatically pick up a location of a pump when their status has changed

	<ul style="list-style-type: none"> - Should be able to pick up AVLS based on certain status - Meet the requirements of the PDA and alternative resources, including calculation of the route and display of travel times / distance to the incident, within two seconds of the solution having the data required to propose the response. This calculation should include any time weighting added to the resource - as a minimum, the call-sign of the resource, current status, travel distance in miles / km and estimated running time to the incident including any additional weighting should be presented to the CRO. <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.2	<p>The solution must allow any resource which has a Call Sign that is known to the solution to be assigned to an incident, including Over the Border resources and record the names associated with the callsigns on the incident log.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.3	<p>The solution must allow resources to be mobilised to any incident created within the CAD.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.4	<p>The solution must allow the mobilisation of multiple resources to the same incident simultaneously</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.5	<p>The solution must allow a CRO to carry out the mobilisation of the required resources in ideally no more than one action after the address and incident type have been selected.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.6	<p>When a resource is assigned the solution must automatically link the resources to the incident reference and change the status to ordered for incident.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.7	<p>Should an assigned resource become unavailable (e.g. breakdown), the solution must display a warning that a replacement resource is required to meet the PDA</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>

Response	Click or tap here to enter text.
5.8	A clear prompt both audible and visual must be displayed to the CRO, that is configurable by an FRS Authorised User, when the method of alerting requires a CRO action, e.g. voice contact Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.9	A warning message must be displayed to the CRO if they select a resource for mobilisation is not available. However, the CRO must be able to override the system to mobilise the selected resource. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.10	If a proposal includes an Over the Border resource, the solution must clearly identify that it is an Over the Border resource required for the incident and should offer the CRO the option to initiate contact to the appropriate FRS via all available means e.g. voice, telephone and MAIT. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.11	The solution must allow a CRO to remove a resource from an incident Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.12	The solution must allow a CRO to resend/retransmit the incident to the allocated resources. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.13	The solution must allow a CRO to mobilise an officer independently from an appliance Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.14	The solution must allow an FRS authorised user to configure mobilisation methods for specific resources. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Station Acknowledgement	
5.15	The solution must allow a crew to acknowledge receipt of a mobilisation which will then provide an indication to the CRO that this has happened and is recorded on the incident record.

	Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.16	If a crew fails to acknowledge a mobilisation message within a configured time the solution must generate an alert, both visually and audibly Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.17	The solution must detect any mobilisation failure to any Station End Equipment or mobile data device and generate an alert within no more than two seconds of detecting the mobilisation failure. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.18	When a resource is mobilised, the solution must automatically select a method of alerting based on the following; type of resource (i.e. appliance or Officer), the status of the resource, crewing type (including selective alerting of personnel with particular attributes) Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.19	The solution must be able to alert a group of On-call firefighters at a station (it is possible to have two or more groups of On-call firefighters at a station each of which must be alerted separately) Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.20	The solution must allow a CRO to amend the default mobilisation method for any resources at any time while logged into the CAD, which must take effect immediately. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.21	The solution must allow an FRS Authorised User to configure the content and layout for each default turnout sheet. This includes text size, colour, highlighting and marking areas for attention within the turnout sheet Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.22	The solution must automatically record the method of alerting chosen by the CRO to send the mobilisation instruction and any amendments made to the method of alerting Describe how you will meet this requirement in no more than 250 words:

Response	Click or tap here to enter text.
Mobilising Message	
5.23	<p>When a CRO mobilises the proposed resource(s) the solution must as a minimum;</p> <ul style="list-style-type: none"> - Send a mobilisation message to the Communications Gateway for transmission to the required destination within no more than two seconds - Return an acknowledgement that either the relevant mobilising alerts for crews have been successfully operated, or that the mobilising alert has failed, within no more than two seconds - Recognise when a mobilisation message has failed to be delivered and alert the CRO both visually and audibly - Allow resources to acknowledge receipt of the mobilising message and alert the CRO if no acknowledgement has been received within a configurable amount of time - Record all activity associated with the mobilising message on the incident record <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	Click or tap here to enter text.
5.24	<p>All mobilisation methods must be configurable at all times by an FRS Authorised User</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.25	<p>The solution must be able to distinguish between distinct types of mobilisation message, as listed below as a minimum, preferably with a system based option for selecting:</p> <ol style="list-style-type: none"> 1. Mobilisation to an incident 2. Mobilisation to standby 3. Mobilisation to make up 4. Mobilisation to Batch 5. Mobilisation for Relief 6. Mobilisation using pre-alert function <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.26	<p>The solution must support a number of different formats for turn out methods and allow an FRS Authorised User to configure the content of a turn out method by communication device including but not limited to:</p> <ol style="list-style-type: none"> 1. MDT 2. Station turn out Printer 3. Pager 4. Mobile phones (including Smartphones) 5. ESN Device 6. Commercially available navigation devices 7. Alerters 8. Voice <p>Describe how you will meet this requirement in no more than 250 words:</p>

Response	Click or tap here to enter text.
5.27	<p>The mobilisation message must be capable of including the following fields (as a minimum but not limited to) and self populating where available;</p> <ol style="list-style-type: none"> 1. Incident Number 2. Incident Type 3. Caller's details/telephone number or identification e.g. Police 4. Date and time of call 5. Date and time of Mobilisation 6. Incident address / location including post code 7. Map reference information 8. Additional incident information captured during call taking (free text) 9. Incident talk group 10. Any risk / hazard information associated with the location e.g. oxygen cylinders at this premise 11. Any address / location information e.g. door codes, access points, RVP's associated with the Gazetteer record 12. County alongside address 13. Call Signs of Mobilised Resources 14. Details of specific access points e.g. motorway junctions against assigned resources 15. Reason for Make up/ Relief/ Standby 16. What3Words <p>Describe how you will meet this requirement in no more than 500 words:</p>
Response	Click or tap here to enter text.
5.28	<p>The mobilisation message must be able to be sent simultaneously to all resources being mobilised with no limit to the number of messages that can be sent at the same time</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.29	<p>The solution must allow a CRO to send additional information taken after the mobilisation message has been sent, to responding resources by a communication device including but not limited to:</p> <ol style="list-style-type: none"> 1. MDT 2. Station turn out Printer 3. Pager 4. Mobile phones (including Smartphones) 5. ESN Device 6. Commercially available navigation devices <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
5.30	<p>The solution must allow the CRO to resend the mobilising message to the resource or station if requested to do so</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.

5.31	The solution must have the functionality to allow the configuration of delivery of messages to individual devices. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.32	The solution must allow a CRO to add a turnout mobilising free text message for access and/or routes. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
Officer Mobilising	
5.33	The solution must have the ability to send a mobilisation message to an Officer's Data Device, or combination of devices, including but not limited to: 1. Mobile phones (including Smartphones) 2. Pagers 3. ESN Device when available 4. Commercially available navigation devices Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
5.34	The solution should allow an FRS Authorised User to configure a templated message which is sent to an Officer to mobilise or notify them of an Incident, with no character restrictions. Information contained within the template must include as a minimum, and be automatically populated by the solution: 1) Incident Number 2) Address 3) Incident Type 4) Attending Resources 5) Incident Talkgroup Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.35	The solution must accept acknowledgements from an Officers data device of an individual Incident or Batch of Incidents in one action Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Batch Mobilising	
For Information Only	There are occasions when the Control Room can be inundated with requests for assistance (normally during spate conditions, e.g. flooding) and incidents will be grouped or 'batched' and allocated to a resource/resources to attend and prioritise in regard to further action
5.36	The solution must allow the CRO to assign an unlimited number of incidents to a batch/group and assist the CRO by suggesting the most suitable resources for that group based on travelling time, attributes etc.

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.37	The solution must have the facility to send the incident details for each of the batched incidents (to include Time of Call, Incident Type, Incident Location and any additional information) to all resources allocated to the batch Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.38	Incidents that have been put in a batch must still be able to be updated or closed as required individually or as a batch. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.39	The solution must be able to retrieve individual incidents within provided searching/filter options for batched incidents Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.40	The solution must allow any further incidents in a batched area to be dynamically added or removed to a batched list prior to and after mobilising. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.41	The solution must allow for any incidents to be removed from a batch list and mobilised to as a separate incident. The details of the batch list and time it was removed must be retained in the incident log, after mobilising as an individual incident. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Action Plans	
For Information Only	There are often a number of actions that must be performed for any incident in addition to mobilising the resources, for example requesting other Emergency Services to attend or informing other Agencies, providing a facility whereby the CRO is presented with an Action Plan that need to be carried out for each incident depending on the incident type and location
5.42	The solution must allow for an FRS Authorised User to create, edit and delete Action Plans to alert the CRO visually with a list of actions that need undertaking for each incident Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.

5.43	<p>Actions must be able to be configured by an FRS Authorised User to appear either before or after mobilising resources. This is because some actions may be call related (e.g. ask caller if anyone is inside the building) and some may need to be carried out once the resources are en route (e.g. informing other agencies)</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
5.44	<p>The solution must prompt the CRO of the existence of an Action Plan within no more than two seconds of the information being selected to trigger it and ensure it is displayed clearly on the screen to allow the CRO to follow the instructions</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
5.45	<p>The solution must automatically attach an Action Plan to any incident when applicable</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
5.46	<p>The solution should allow for items on an Action Plan to be configured which will dictate the order of display</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
5.47	<p>The solution should be able to include a link on Action Plans which allows for information exchange to an internal service e.g. information to be sent to a data device.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
5.49	<p>Where an Action Plan item requires notification to others, e.g. Officer or other Emergency Service, ideally there would be a link from the CAD to contact the required party with the information required via the ICCS.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
5.50	<p>FRS Authorised Users must be able to configure timed alerts to prompt the CRO if an action has not been completed within a certain amount of time (e.g. if Police are not informed within two minutes the solution will alert the CRO again)</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

5.51	The solution should provide the option for actions to be allocated/assigned to a CRO so that all other CROs logged onto the solution can see who is responsible for a specific action Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.52	The solution must allow a CRO to update the status of an action (to 'in progress' and 'complete' as a minimum) and add free text comments if required, all of which can be viewed in real time by all other users. All updates will also be recorded on the incident record and identify which user has updated this. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.53	The solution must allow multiple users to update actions within an Action Plan simultaneously Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.54	The solution must clearly identify Incidents which have outstanding actions to be completed Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.55	When an Incident Type is changed, the solution must present the Action Plans associated with the new Incident Type and merge any duplicate actions that may be generated The Contractors should describe how they will meet this requirement. Response is to be no more than 1,500 words Award marks according to how comprehensive and how demonstrates meets requirements
Response	Click or tap here to enter text.
5.56	The solution must allow an FRS Authorised User to search in a variety of ways for an Action Plan including by name, filter, action plan item etc. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
5.57	When creating a new Action Plan the solution should allow an FRS Authorised User to use an existing Action Plan or Action as a template Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

<p>5.58</p>	<p>The solution must allow for Action Plans to be linked to, as a minimum but not limited to:</p> <ol style="list-style-type: none"> 1. Incident Type 2. Incident Location 3. Planned event 4. Polygon area on GIS 5. Additional Mobilisation to fulfil attributes required (PDA) 6. Context sensitive data entry in an Incident log e.g. CRO enters make pumps six 7. Specific date and time range 8. Gazetteer Record 9. Any combination of the above <p>Describe how you will meet this requirement in no more than 500 words</p>
<p>Response</p>	<p>Click or tap here to enter text.</p>
<p>5.59</p>	<p>The solution must provide an Action Plan audit log where the following is recorded, as a minimum but not limited to:</p> <ol style="list-style-type: none"> 1. creations 2. amendments 3. deletions 4. identification of the person who made the change 5. date and time of the update <p>Describe how you will meet this requirement in no more than 500 words</p>
<p>Response</p>	<p>Click or tap here to enter text.</p>
<p>5.60</p>	<p>An Action Plan must not restrict or prevent the call handling process in any way</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
<p>Response</p>	<p>Click or tap here to enter text.</p>
<p>5.61</p>	<p>The solution must allow for a word or phrase to be searched for in the entirety of an Action Plan including body text.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
<p>Response</p>	<p>Click or tap here to enter text.</p>
<p>5.62</p>	<p>The solution must have the functionality to allow an incident to be created and merged with another incident with the actions from the Action Plan copied from the original incident to the merged one.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
<p>Response</p>	<p>Click or tap here to enter text.</p>
<p>Pre-Alert</p>	
<p>5.63</p>	<p>The solution must provide the CRO an option to pre-alert resources and stations at any time.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
<p>Response</p>	<p>Click or tap here to enter text.</p>

5.64	Pre-alert actions must be recorded against the incident record or resource call sign if an incident has not been raised, with the relevant actioning CRO ID
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
On-call Back Up Alerting	
5.65	The solution must send an additional alert to the mobile phones of on call crew members when they are mobilised to an incident for example via an SMS message.
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

6. Incident Record

Ref No	Requirement/Question
For Information Only	Whenever a call or incident is created there will be associated details. These details will be recorded on a record of the incident and include all of the information relevant to that call or incident, e.g. time of call, address, incident type, allocated resources, messages, status updates, etc. In addition, any inputs which have been carried out either automatically by the system or manually by a CRO will be captured to provide a complete record of the progress of the call or incident.
	This will be used as evidence in any legal proceedings by the FRSs should it be required, as such, an archiving system of these incident records is a requirement.
Updating the Incident Record	
6.1	The incident record must automatically update in real time as the incident progresses and refresh after each action/entry at all CRO positions
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.2	CRO's must have the ability to amend an entry, which is then time and date stamped along with the CRO ID, while they are viewing the incident
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.3	The incident record must allow for simultaneous entries by more than one CRO
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

6.4	The solution must provide the facility to reference or link one or more incidents to another incident Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.5	The solution must provide simple functionality for merging incidents. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.6	If a CRO merges one incident with another, all actions must be carried over to the incident in their current state whether that is completed or incomplete. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Updating the Incident	
6.7	The solution must allow a CRO to amend the following details captured on the call collection form at any point throughout the incident whilst maintaining a record of the original information on the incident record: 1. Caller's details. 2. Incident Type 3. Incident Location using the Gazetteer 4. Additional information such as resource roles 5. Call Source 6. General Information Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
6.8	On amending the incident location, a CRO must be required to validate the new location and for this new location to be transmitted to the mobile data device e.g. MDT's, commercially available navigation devices and Smartphone, of all resources that are mobile to the Incident. Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
6.9	Upon selection of the new location the solution must present to the CRO, in a non-obtrusive way, any risk information or risk / hazard information (including multiple risk / hazard entries) associated with the new location obtained by direct entry to Gazetteer record Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.10	On amending the incident location and / or Incident Type, the solution must indicate to the CRO if any amendments are required to fulfil the response for this location and / or Incident Type Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
Content of Incident Record	
6.11	All entries on the incident record must be in chronological order Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.12	All entries on the incident record must be date/time stamped with either the CRO ID or as a message generated by the system Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.13	The solution must record the time, in real time, of all actions associated with the incident, whether system or CRO generated on the incident log as a minimum: 1. time that a call is presented to the telephony system 2. time that a call is answered by a CRO 3. time the address validation is requested 4. time that validated address is returned 5. time a response is proposed 6. time that the resources were alerted 7. time that a call is ended by a CRO Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
6.14	All details of the initial call and the information entered into a new call collection form must be recorded against the associated incident in real time e.g. Time of call, Call source, EISEC data, Incident Type, incident location, and its corresponding CRO ID Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.15	The solution must record within the incident record a snapshot of all the resources proposed to the CRO (to include calculated travel time) along with a snapshot of the resources that were mobilised to include the status of each resource before being mobilised Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.16	The solution must record any initial and subsequent mobilisation messages against the relevant incident e.g. pre-alert, turnout instructions Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

6.17	<p>All actions associated with an incident must be recorded on the incident record in real time, to include but not be limited to;</p> <ol style="list-style-type: none"> 1) All status changes for incident related resources 2) All MDT, Radio and ESN message notifications/details 3) All mobile device actions associated with an incident e.g. status update from MDT 4) Any associated standby moves 5) Any risk / hazard information associated with the incident 6) Any procedure reference and /or Action Prompt linked / associated with the Incident Type / incident location 7) All Time-out messages relating to the mobilisation, e.g. no acknowledgement received, resource not mobile, etc. 8) Any communications, including failures, relating to the mobilisation 9) Any faults or failures associated with the incident (e.g. a bearer fail) 10) Each time an incident is open and closed <p>Describe how you will meet this requirement in no more than 750 words</p>
Response	Click or tap here to enter text.
6.18	<p>The solution must clearly display all entries made on an incident record without having to expand a window to view.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.19	<p>Due to the evidential nature of incident records, the content must not be able to be amended or deleted retrospectively but should allow the option to add a new entry at a later time and date, to appear in chronological order, clearly stating the time, date and ID of the CRO adding the new log entry.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.20	<p>The solution must identify the following information for each entry on an incident record as a minimum:</p> <ol style="list-style-type: none"> 1. Date 2. Actual time 3. Method used to make an entry against an incident e.g. solution or person 4. CRO identification 5. Call sign of the resource where input via mobile data device <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.21	<p>The solution must allow a CRO to enter free text to update an incident record which must occur within no more than two seconds of the CRO confirming entry</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

6.22	<p>The solution must provide pre-configured categories to be used by the CRO when entering incident related messages on an incident record to allow messages to be easily identified and searched easily. These must include as a minimum:</p> <ol style="list-style-type: none"> 1. Informative 2. Make up 3. Stop 4. Assistance 5. Priority 6. Critical Incident 7. Other agency 8. Comms Messages <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.23	<p>The solution must visually indicate, e.g. colour, symbols, within the incident record the different categories of message, e.g. informative, make up, stop messages etc.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.24	<p>The solution should allow a CRO or Authorised Mobile Device User to attach a media file or link e.g. photo, video, electronic documents / text to an incident record</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.25	<p>After an incident record is closed, the solution should allow a CRO to update the incident record with free text information with a Date/Time stamp against it to indicate this was added after the incident was closed</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.26	<p>The incident record must be easily accessed and viewed, within no more than two actions, with the ability for the CRO to scroll through the incident record.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.27	<p>The solution must allow for the simultaneous retrieval of incident details to enable a number of CROs to view a specific incident at the same time</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.28	<p>The incident record must have no perceivable limitations in terms of file size, entry numbers, length and time open</p>

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.29	The solution must allow an FRS Authorised User to configure an option following the entry of a stop message into an incident record, so that the solution will send a 'stop received' message to all oncoming resources associated with that incident that are not in attendance Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.30	The solution must display a summary of all Agencies / Resources that have been informed of an incident Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.31	The solution must allow for individual messages on an incident to be made confidential/restricted if required Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.32	The solution should allow for video recordings or images from incidents for example drone footage, body worn cameras, digital images, to be associated with a specified incident number, so that it can be retrieved for use as evidence and/or debriefs etc. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Searching/filtering within an Incident Record	
6.33	The solution must provide a means by which an incident record (open or closed, to include batched) can be interrogated. As a minimum this must include; 1. Searching/filtering on Time/Date 2. Searching/filtering on resource Call Sign 3. Searching for a word or phrase within an incident log 4. Searching/filtering on a specific type of entry e.g. informative Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.34	As the incident record will record everything associated with the incident, there may be times when the CRO wants to filter the incident record to be able to print out a reduced version of it, e.g. printing the record with no alarms or failures. The solution must allow the CRO to filter the incident record to enable/disable certain types of information from view to include but not be limited to; 1) Resource Updates 2) Messages 3) Alerts

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Searching for Incident Records	
6.35	<p>The solution must provide the ability to search for and view both open and closed incident records, including batched incidents, using parameters to include, but not limited to:</p> <ol style="list-style-type: none"> 1. Across a range of Date/Times 2. Incident Number 3. Incident location or address 4. Call sign of allocated resources for open incidents 5. Call sign of a resource that attended for closed incidents, e.g. a list of all Incidents attended by X – where X is a callsign. 6. CRO ID taking the call 7. Callers phone number 8. Specific Text 9. Incident Type <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.36	<p>The solution should provide the ability to search for and view both open and closed incident records, including batched incidents, using UPRN</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.37	<p>The solution must display the results of an incident search in chronological order</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.38	<p>The solution must display the results of an incident search including (as a minimum) the following information;</p> <ol style="list-style-type: none"> 1. Incident Number 2. Date and Time of Origin 3. Incident Type 4. Incident Location of address 5. CRO ID taking the call <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.39	<p>The solution must allow a CRO to select a specific incident from the list of returned search results and for the selected incident to be displayed within no more than two seconds of selection</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

6.40	The solution must have the functionality to allow a CRO to search for their latest incident(s) from a simple command e.g. my latest incident Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Open Incidents	
6.41	The solution must allow the CRO to view all open incidents (in a display in chronological order) along with a summary of each incident, with the following information as a minimum; 1. Incident Number 2. Date and Time of Origin 3. Incident Type 4. Incident Location or address 5. Incident status e.g. stop received, Batched, in attendance 6. CRO ID (who took the call) 7. Currently assigned resources 8. Allocated incident talk group Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.42	The solution must be able to sort/filter the displayed open incidents, as a minimum by: 1. Date and time of origin 2. Incident type 3. Incident status, e.g. stop received, batched, in attendance 4. Outstanding actions from an Action Prompt Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.43	The solution must allow a CRO to select a specific incident from the list of open incidents and for the selected incident to be displayed within no more than two seconds of selection Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Closing Incidents	
6.44	The solution must prevent manual or automatic closure of an incident and issue a warning message to the CRO in the following circumstances; 1. when resources are still assigned 2. when there are outstanding items on an Action Plan Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
6.45	As part of data gathering activities undertaken by each FRS, a solution is required that enables the interrogation of specific fields of data recorded against the incident. The solution must allow an FRS Authorised User to record further details against an incident for further statistical analysis. The

	<p>details to be captured must be configurable by each FRS, who must also have read access to the tables in which this data resides</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.46	<p>For the purpose of reporting, each incident is currently given a classification code when closed to easily identify the type of incident. The solution must have the ability to classify incidents into a pre-determined group by the FRS upon closure</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Tagging Incidents	
6.47	<p>The solution must allow a CRO to apply a tag to an incident for example the addition of a code such as "FI" where Fire Investigation teams were mobilised, and provide the means of searching for incidents by tag and date range.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.48	<p>The solution must have the functionality for an FRS authorised user to create, amend and delete tags for incidents</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.49	<p>The solution must date and time stamp tags and include CRO ID</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
6.50	<p>If a CRO merges one incident with another all tags must be carried over to the incident.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

7. User Interfaces

Ref No	Requirement/Question
For Information Only	There are occasions when Control Rooms are contacted in an administrative capacity to inform them in advance of a planned event such as a fire alarm test or controlled burning. The reason for informing the FRS is that in the event of a call being received to that location

	within a specified period of time there will be no need for an attendance to be made
Planned Events	
7.1	The solution must have the facility to support the Control Rooms with the recording of planned events Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.2	The solution should present a highly visible and/or audible prompt to the CRO to alert them of a planned event at or near to an incident location no more than two seconds of an incident location being validated Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.3	The solution must allow an FRS Authorised User to create, update and delete a configurable list of planned event types, e.g. AFA test, controlled burning, fire drill, firework display Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.4	The solution must allow an FRS Authorised User to configure the proximity distance to a validated location e.g. Prompt generated when a new call is created within 3 Km of an active planned event Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.5	The solution should allow a CRO to enter and validate the location details for a planned event or polygon area on GIS against the Gazetteer which also includes exclusion zones Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.6	The solution must allow the CRO to enter the following information against a planned event; 1) A start and finish date and time 2) Name and contact number 3) Set a re-occurrence if required (e.g. a fireworks display occurring the same day every year) 4) Add free text information Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

7.7	The solution must allow a CRO to retrieve and view any pending or active planned events and amend the details if required to include start and finish, date and time, type of planned event, reoccurrence, contact details and edit any free text Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.8	Any planned events created must be recorded on the solution audit log along with the date and time it was created and the CRO ID that created it Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Procedures	
For Information Only	CROs currently have access to a suite of procedures within a range of “procedural help pages” which contain instructions and information for the CRO to follow in regards to specific situations or incidents (e.g. guidance on call handling for persons trapped in a building or the procedure to follow in a Major Incident)
7.9	The solution must allow an FRS Authorised User to; a) view, create, edit or delete procedural help pages as required within a simple, configurable and easy to use product which uses a rich text format (e.g. allowing bold, underline and hypertext links) b) provide the ability to import/export procedures into the solution Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
7.10	The solution should allow an FRS Authorised User to add images/flow charts to the procedural help pages if required Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.11	The solution should be able to integrate associated telephone numbers into procedural help pages with the shared telephone directory to enable the CRO to dial directly from the procedure in one click Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.12	CROs must be able to access procedural help pages within the solution both from a reference within the call taking process when a related incident type is selected or by searching for them in the solution Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.13	The CRO must be able to search for a procedural help page by the title, and ideally the content, using a keyword search

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.14	The CRO must be able to print a procedural help page if required
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Help Function	
7.15	The solution must provide a help function (in UK English as a minimum) relating to solution functionality and use which is maintained and kept up to date by the supplier. The help function should be searchable using key words or similar.
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Alerts, Action Prompts & Reminders	
7.16	During the course of normal operations, there will be a requirement for a CRO to be alerted by the system for a variety of reasons. These can include system faults, incident related action prompts, resource deficiency alerts and CRO configured reminders. The solution must be capable of alerting the CRO to such situations, prioritising alerts and reminders and ensuring they are clearly displayed
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.17	The solution must generate and present a system alert within no more than two seconds of the alert circumstance occurring and recorded within the solution on a log that can be interrogated
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.18	If an action prompt is generated as part of either incident creation, an existing incident or against a resource assigned to an incident, it must be recorded on the relevant incident record
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

7.19	<p>The solution must allow an FRS Authorised User to configure alerts using, as a minimum, all or any combination of the following criteria;</p> <ol style="list-style-type: none"> 1) Rules 2) Timers (e.g. no acknowledgement from station) 3) Linked to an Action Plan 4) Incident related action prompts (e.g. stop message received) 5) Linked to a status change from a resource 6) Predicted or programmed status changes (e.g. an appliance has not become available at a specified time) 7) Deficiency alerts 8) Solution failure alerts (e.g. station end equipment failure) 9) Message delivery failure alerts (e.g. SMS failure) 10) Creation of free text alerts so a bespoke message can be created <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
7.20	<p>The solution must be able to present the CRO with an explanation in simple terms on what the alert means and what action should be taken e.g. Peripheral 10 is also known as a station end printer</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.21	<p>System alerts must be able to be deferred/snoozed and acknowledged/marked as completed</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.22	<p>Alerts must be configurable to;</p> <ul style="list-style-type: none"> - Be set to display to an individual (e.g. supervisor only) or all CROs - Determine the alert priority - Reoccur on a daily, weekly, monthly or annual basis - Display system alerts to either all members of the Consortium or only the specific member(s) they relate to - Display incident related alerts within its home FRS <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.23	<p>The solution must have the functionality to allow a user to draw a complex alerting area to be used as Action Prompts/Flash Messages etc</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.24	<p>The solution must have the functionality to inform a CRO at time of incident creation that there may be information, or risks, within that area.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>

Response	Click or tap here to enter text.
7.25	The solution must allow alerts to be acknowledged and silenced but still be visible until actioned. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Ad Hoc Messaging	
7.26	From time to time a CRO may need to send an ad hoc message to a resource or station. The solution must be configured to send a free format text message via a simple command line to both Appliances and Officers to their MDT and mobile phones and to have the ability to send messages to stations. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.27	The text message facility must have the functionality to enable text messages to be sent to more than one resource at a time Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.28	Any messages sent to resources that are attached to any incident must be recorded on the relevant incident record Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.29	The solution must provide the facility to send both individual or group messages with no restrictions to the number of messages that can be sent Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.30	The solution should provide standard message templates that can be configured and used by the CRO Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.31	The solution must provide an alert to the CRO if any message delivery fails Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.32	All messages sent from or received by the solution must be recorded with a time and date stamp on an audit log produced by the system along with details of the CRO ID that sent the message Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
Notes facility	
7.33	The solution should provide each CRO the option to record their own non-incident related notes in the solution accessible each time the CRO has logged on Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.34	CROs often record details within the solution that all CROs need access to and which are easily edited, for purposes such as a handover page for reference or specific instructions for a short term occurrence. The solution should provide a public notebook facility for CROs to record information that they want to share with any other CRO logged into the solution Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.35	When a CRO is entering or editing information on a shared note page, the solution must ensure that no other user can edit this at that time to ensure information is not lost or duplicated Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.36	All notes facilities must provide the functionality to allow a CRO to; create, amend, save, delete and print free text notes Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Monitoring Facility - Screens	
7.37	It must be possible for a CRO to view and take over a screen from any other CRO positions logged onto the solution Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.38	The solution should provide the CRO with a non-intrusive visual indication that they are being monitored (e.g. a small banner at the top of the screen that will not distract the CRO) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Testing Station End Equipment	
7.39	The solution must allow a CRO to test the peripherals at any station within the Alliance (HWFRS or SFRS) from the solution, either individually or with multiple stations

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.40	The solution must allow a CRO to initiate both a test mobilisation and simulate a full mobilisation to a resource or station using the default communications bearer for that station Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.41	The solution must allow a CRO to add additional information in the form of free text when sending a test mobilisation Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.42	The solution must allow an FRS Authorised User to select one or more station peripherals to be tested as part of the testing schedule Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.43	The solution must allow a CRO to select an alternative communications bearer to send the test to the station Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.44	The solution must generate and display an alert if station peripherals fail to operate as a result of a test Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.45	The solution must provide a communications log which records, but not limited to, the following: <ol style="list-style-type: none"> 1. manual or automated tests carried out 2. results of manual or automated tests 3. bearer failures and restoration 4. mobilisation failure 5. mobilisation confirmed 6. power failures at stations and restoration 7. power failures in Control and restoration 8. status of station end printers 9. Solution server failure and restoration Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
7.46	The text in the communications log must be able to be clearly understood by CROs.

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Time	
7.47	The overall solution must operate in real time and take its reference time from an established time server
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.48	The solution must take account of seasonal variations and automatically update the solution clock to change between the Greenwich mean time and British Summertime (and vice versa) automatically without CRO intervention and must not adversely affect any other time referenced activities.
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.49	The solution must display the date in a DD MM YYYY format and use a 24hour clock with any references to time displayed in HH:MM:SS
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Printing	
7.50	The solution must allow a CRO to print the following as a minimum: 1. A complete incident record regardless of how many entries 2. Any filtered incident record 3. An incident summary record 4. An extract from an incident record 5. A screenshot of the whole screen 6. Print any text that has been selected by the CRO 7. A resource list (in full or filtered) 8. Any procedure created within the solution
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
User Interface	
7.51	The solution must have a consistent look and feel across all screens for access, menus, selection, action and error notification
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.52	The solution should not require a user to open various screens when accessing various applications
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

7.53	The solution must allow an authorised FRS user to configure the service level screen layout for each Service.
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.54	Where pop-up windows or dialogs are used the solution must ensure they are positioned and sized accordingly to ensure priority functions and the pop-up remain visible and accessible to the user at all times e.g. if a user is entering details of an incident into the Call collection screen, the associated Call handling prompts should be visible but not obscure or prevent the user from continuing to enter incident details or moveable or cancelled by the user if not required.
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.55	When a CRO is entering text within the solution e.g. an entry in an Incident record, the solution must automatically word wrap to manipulate text longer than the size of the field
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.56	The solution must provide the facility for the CRO to copy and paste information from one area of the solution to another
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.57	The solution must be configurable to ensure that text can be read easily by all users
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.58	The solution must provide a visual indicator to the CRO when the solution is carrying out a requested function e.g. whilst retrieving an incident list from archived data. Response rates must not impact on the ability of the CRO to complete their task in a timely manner
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
User Access	
7.59	The solution must provide Single User Logon for each system user
	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.60	Log on to any service within a security domain in the solution must require only single user authentication. i.e. the content management system would

	<p>require the user to type a user name and password once only to access all the authorised application features for that user</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.61	<p>The solution must allow FRS Authorised Users to administer user accounts and access rights</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.62	<p>The solution must allow for different authority level users to be configured to access the solution. The authority level will impact on the ability to enter and view data held within the solution, which will be configurable by an FRS Authorised User</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.63	<p>The solution must never lock-out CRO accounts after a period of inactivity</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.64	<p>The solution must record all user activity and system logs for review by FRSs as required</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Audit logs	
7.65	<p>The solution must capture all updates within the solution for a configurable period of at least 12 months from the date it was recorded</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.66	<p>The audit log must display every update both manual and system generated within the solution against a date and time stamp and CRO ID for manual updates and in chronological order</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.67	<p>The CRO must be able to access any record on the audit log for the purposes of record keeping and investigation if required</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

7.68	<p>The audit history must be able to be searched/filtered by the CRO on the following parameters as a minimum; Call sign, Time/date and CRO ID, in order to interrogate the information, and include an incident number where applicable</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Training Environment	
7.69	<p>In order to effectively instruct staff in the full operation of a command and control system, the solution must have a training environment that will accurately reflect the appearance, functionality and behaviour of the live environment and will replicate all aspects of the 'live' system in its totality to ensure an 'as live' experience including integration to a GIS/Gazetteer</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.70	<p>The training environment must replicate the operation of the 'live' system and also replicate all fundamental data (e.g. lists of resources, response plans, alerts/reminders).</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.71	<p>The training environment must be updated on demand by the supplier so that it mirrors the 'live' system or the supplier provides ability for the customer to easily copy any system changes from the 'live' to the training environment without having to 'double-key' data</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.72	<p>The training environment must be separate from the live environment, and anything carried out in the training environment must not affect the live environment in anyway or compromise the confidentiality, integrity, performance or availability of the live environment</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.73	<p>As a default, the training environment must not activate any station end equipment or data devices, however it should be possible for an FRS Authorised User to configure the training environment to activate equipment if required</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.74	<p>The training environment must have the ability to be accessed from any terminal to enable training for any user level to be undertaken on any position</p>

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.75	CRO's must be able to move quickly and easily between the live and training environment to ensure operational requirements can be met Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.76	When logged on to the training environment it must be easily distinguishable from the live environment Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Pre production / Production Environment	
7.77	The solution must have a testing environment that will accurately reflect the appearance, functionality and behaviour of the live environment and will replicate all aspects of the 'live' system in its totality to ensure an 'as live' experience including integration to a GIS/Gazetteer Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.78	The testing environment must replicate all fundamental data (e.g. lists of resources, response plans, alerts/reminders). Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.79	The testing environment must be updated on demand by the supplier so that it mirrors the 'live' system or the supplier provides ability for the customer to easily copy any system changes from the 'live' to the testing environment without having to 'double-key' data Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.80	The testing environment must be separate from the live environment, and anything carried out in the testing environment must not affect the live environment in anyway or compromise the confidentiality, integrity, performance or availability of the live environment Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.81	As a default, the testing environment must not activate any station end equipment or data devices, however it must be possible for an FRS Authorised User to configure the testing environment to activate equipment if required Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
7.82	As a default, the testing environment must replicate the 999 call taking process from answering a call to mobilising a resource and station. Also should be able to replicate Spate conditions. This will include having telephone lines and radios linked to the test environments. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Data Configuration	
7.83	The supplier must provide a straightforward and efficient facility for FRS Authorised Users to carry out routine configuration and data updates on the solution, which should include, but not be limited to, the ability to; <ul style="list-style-type: none"> - Add remarks/information to Gazetteer records, - Create/amend/delete response plans and Action Plans, - Create/amend/delete resource and station records - Create/amend/delete attributes and associate them to resources - Create and configure users and their permissions - Create/amend alerting areas/flash messages - Create/amend action prompts with and without audible alerts - Create/amend call handling forms to be presented at time of a call or manually attached to incidents - Create/amend incidents types/revised types - Create/amend allowable status for resources and officers - Create coverage plans - Upload change only updates - Create/amend/delete exclusion zones Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
7.84	All data configuration must be able to be carried out within the FRSs using one system that is accessible at any solution terminal using a facility that is both user friendly and intuitive Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

7.85	<p>The solution must include, but not be limited to, the following fields for entry/amendment or deletion into a station record:</p> <ol style="list-style-type: none"> 1. address 2. grid reference 3. Communication bearers 4. telephone number 5. Station ID (number) 6. Station name 7. Station crewing type 8. Station peripherals 9. Associated resources 10. door entry access codes 11. free text entry <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.86	<p>The solution must make the following fields available for entry into a resource record (as a minimum but not limited to):</p> <ol style="list-style-type: none"> 1. Call Sign (a minimum of 7 alphanumeric characters is required) 2. Resource type e.g. pump 3. Home Station 4. current location 5. Status 6. Alerter group 7. Attributes 8. crew type 9. attached crew 10. data device type (Officers) 11. mobile telephone number 12. free text 13. home telephone number 14. duty (Officers) 15. name (Officers) 16. Resource fleet number 17. Firelink Radio ISSI number 18. Officer Home Location 19. Alias <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.87	<p>The solution must allow for the fields within a resource record to be configured depending on the resource type, e.g. not all fields will be required for an appliance</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.88	<p>The solution must allow for Call Signs to be assigned to any resources e.g. Appliance, Officer, Support personnel and will prevent creation of duplicated call signs</p>

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.89	The solution must allow an FRS Authorised User to define rules for the sequence of status code updates Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.90	The solution must (as a minimum) allow for the following fields to be entered into a user record: 1. Name 2. CRO ID 3. Solution permission level Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.91	The solution must allow an FRS Authorised User to create groups of users e.g. specific users within the Control Room and determine the functionality available to each group Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
User Profiles and Permissions	
7.92	The solution must allow multiple user profiles eg operator, supervisor, system manager, gazetteer administrator. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.93	The solution must allow permissions to be allocated to user profiles for most functionality. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.94	The solution must allow users to log in to all despatch areas. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.95	The solution must allow users to change their password. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
7.96	The solution must allow system administrators to set up profiles which must be configurable to allow/deny settings for all aspects of the system

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Diary Functionality	
7.97	<p>The solution must allow for diary entries to enable</p> <ul style="list-style-type: none"> - status changes/alerting areas/flash messages/action prompts/service request/comms test/attribute change - status change/attribute change for officers/resources - officer duties to be entered/amended/deleted (with clear audit trail of date/time/OP ID) - turnout type changes <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
7.98	<p>The solution must have the functionality to split diary entries into either individual or both FRSs</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Advanced Updates	
7.99	<p>The solution must allow a CRO to manually override the default weighting for a turnout time (e.g. add ten minutes if the Control Room is informed they will be delayed turning out)</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

8. GIS

Ref No	Requirement/Question
For Information Only	Ordnance Survey (OS) mapping provided via the OS Public Sector Geospatial Agreement is used by the FRSs.
	The mapping covers each respective operational area and includes a 10km buffer to allow for call handling of Over the Border calls
Geographical Information System	
8.1	The solution must allow a copy of the map layers and road network to be uploaded into the solution

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.2	The solution should allow the map layers and road network to be updated on a regular basis when new maps become available Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.3	The solution must be able to work with the maps and data layers provided by Ordnance Survey and allow for them to be updated on a regular basis when new maps become available Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.4	The levels of mapping required for the GIS must be those provided under the Public Sector Geospatial Agreement (PSGA) and the Ordnance Survey OpenData and include as a minimum; <ul style="list-style-type: none"> - 1:250 000 Scale colour raster - 1:50 000 Scale colour raster - 1:25 000 Scale colour raster - Mini Scale - Vector Map Local - Master Map (Topography Layer) - OS Open Map Local - Urban Paths - Road Network Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.5	GIS Mapping must also match the mobilisation system so that resources can be mobilised to incidents correctly Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Map Functionality	
8.6	All maps must be orientated with north being at the top of the screen Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.7	The solution should allow the starting map view to be configured for an individual dispatch area, e.g. for specific FRS geographic boundaries or urban areas Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
8.8	Navigation of the map must be responsive with minimal delay and include the following functions; zoom in, zoom out, pan, scroll and centre Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.9	There must be scale thresholds set against each map layer to ensure smooth transition between mapping layers Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.10	The GIS must show search results on a map of appropriate detail (e.g. if searching for an individual premise, show the building on the street) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.11	The GIS must have a simple on-screen navigation system allowing access to preconfigured overlays Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.12	The GIS must provide the ability to find locations by entering a grid reference (min Easting (6)/Northing (6) and postcode) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.13	The GIS must provide the ability to select a point on the map to determine a grid reference (min Easting (6)/Northing (6) and postcode) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.14	The CRO must have the ability within the GIS to measure point to point distance and area (metric and imperial units) Describe how you will meet this requirement in no more than 250 words
Response	
8.15	Once a location is selected the solution GIS must display the selected location on the map within no more than two seconds of the address being selected Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Incident Identification and the map	

8.16	Where the EISEC caller location and the incident location are different during the call being taken, the map should scale to show both the caller's location and the incident location in a single view Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.17	There are occasions when the caller may not know the address of where they are calling from and in this instance the map will be used by the CRO to pinpoint the caller's location. The solution must allow the CRO to select the location of the Incident from the map which will then populate the incident location details in the call taking screen within no more than two seconds of the location being selected by the CRO and/or search using What3Words or other configurable applications, to select the correct location Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.18	The solution must allow the CRO to use the AVLS location of a resource reporting an incident as a new incident location Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.19	The solution must allow a CRO to create a temporary RVP on the map and mobilise to this RVP. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Map Icons	
For Information Only	The solution is required to display icons on the GIS in order for the CRO to have a visual aid to assist with mobilising
8.20	As a minimum the map must display; alerting areas, exclusion zones, open incidents, planned events, current location of resources, officers and fire stations, with the ability to filter the display Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.21	The solution must provide the facility to the CRO to hide or unhide icons during viewing Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.22	Any text associated with an icon and road names must be readable in full irrespective of map scale Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
8.23	When a CRO displays multiple icons at a single location on various map layers, they must be presented in the event they are overlapping and be displayed at an appropriate scale for the map (e.g. the display of multiple resources at a single incident such that all call signs are visible) to allow the CRO to clearly determine what resources are present at the location Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.24	Map icons must be displayed in absolute geographic position Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Road Network	
8.25	The GIS must provide the facility for an FRS Authorised User to modify elements of locally held road data on the Integrated Transport Network or OS Mastermap Highways (including temporary and timed Restrictions) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.26	The alterations available to an FRS Authorised User must include, but not be limited to; Road Closure, Height Restriction, Width Restriction, Speed Restriction and Direction Restriction. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.27	The solution must utilise any/all alterations of locally held road data on calculating travel times for resources (this is crucial for the dynamic routing of appliances for incidents) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.28	The solution must provide the facility for an FRS Authorised User to enter, amend and delete details of road closures which will be used by the system when calculating run times or resources to include, but not be limited to, the following information; - Location - Date and Time of closure - Specific Lane closure - Restricted Traffic - Expected Duration - Source of closure information including contact details Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

8.29	<p>If the solution does not have a suitable in-built mechanism for utilising actual average road speeds then it must be capable of using COTS products that utilise actual average traffic road speeds across the whole road network, e.g. Trafficmaster data, to populate the base data for road speeds across the counties</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
8.30	<p>The solution must have the ability to increase / decrease a road speed based on a geographical polygon area.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
8.31	<p>The solution must allow for regular updates to this data, e.g. quarterly, with no detriment to the dynamic mobilising during the update. Updates should not override any manual changes made by an FRS Authorised User. During the update process where a manual change has been made by an FRS Authorised User an alert will notify of the changes that were not made automatically to allow an FRS Authorised User to defer back to the automatic update</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Data Layers	
For Information Only	A CRO will have the option to display data overlays in order to assist them during incident management. The types of overlays will include static data such as local authority areas or utility supplier areas or CRO created overlays to display information such as exclusion zones or ongoing events
8.32	<p>The GIS must provide a facility for an FRS Authorised User to define and build, amend and delete data layers which may be point, line or polygon, or a combination</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
8.33	<p>Data overlays must be able to be activated and deactivated as required</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
8.34	<p>Data layers and records must be able to be locked by an FRS Authorised User to prevent deletion or modification by other CROs</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
8.35	<p>The GIS must be capable of displaying data from other FRS databases and third party applications if required using no more than two actions for display/hiding layers, e.g. hydrant locations or site specific risk information</p>

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Updates	
8.36	The solution must allow for quarterly updates to be made to any aspect of the mapping with the GIS (e.g. routine update from map provider or symbol updates) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.37	It must be possible for an FRS Authorised User to update CRO GIS positions manually as a minimum but to also have the facility to set a date and time for automatic updates to occur Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.38	Following an FRS Authorised User update to the GIS, the solution must provide an acknowledgement of a successful update from each CRO position Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
8.39	There must be no detrimental effect on system performance during a CRO GIS position update Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

9. Other Interfaces

Ref No	Requirement/Question
9.1	In the event of a third-party interface becoming unavailable it must not prevent mobilising. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.2	Where there is conflict as to an element of the solution and a third-party product which affects normal service provision, the supplier should work with the third party provider to resolve the issue to enable normal service to be resumed Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
9.3	When data on an interfaced system has been created, amended or deleted and the interface is not available, the solution must synchronise the changes when the interface is restored and supported by the interface system Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.4	The supplier must be responsible for all system integration activities associated with delivery of the solution provided as part of this contract and described in detail in the Interface Section and where necessary will work with third party providers to implement interface connectivity and installation Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Current Interfaces	
Station End Equipment (SEE)	
9.5	The solution must be configurable to send any mobilisation instruction, to any destination via any specified bearer (currently LAN/WAN, GSM, paging and PSTN). Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
9.6	The supplier should provide details of how the withdrawal of ISDN and PSTN will be handled, including how power supplies will be maintained to the Station End with SIP – IP. Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
9.7	The SEE inputs and outputs must be customisable and configurable per station Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.8	The solution must detect when SEE goes offline and automatically send the system alert back to the relevant control room. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Resource Availability System	

For Information Only	The following resource availability systems are currently in use: Hereford and Worcester Fire and Rescue Service - Gartan Shropshire, Cleveland - Fire Service Rota and County Durham Fire and Rescue Service - FireWatch
9.9	The solution must be capable of interfacing with all 3 Fire and Rescue Resource availability systems. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.10	Once a resource changes status within the Resource Availability System, the API must automatically update the status of that resource within the mobilising solution without delay Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.11	The Solution must interface with the above availability systems for appliance availability updates. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.12	The solution must interface with the above availability systems to automatically update duties of FDS Officers on the mobilising system Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.13	The solution must support the mobilisation of firefighters using mobile apps, such as FireServiceRota, allowing the two systems to interface using an API. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Mobile Data Terminals (MDTs)	
For Information Only	The Mobile Data Devices in use in the Fire Services are Panasonic Toughbooks CF33.
9.14	The supplier must provide MDT software and interface between the control room solution and the Mobile Data Devices for Hereford & Worcester and Shropshire FRS (Lot 1). Must integrate with SEED MDT software in Cleveland and County Durham (Lots 2 and 3). Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
9.15	The information must be capable of being transmitted and updated using GD92 over Airwave, GSM and wifi as a minimum Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.

9.16	The solution must be capable of transmitting/receiving messages across these interfaces and shall include, but not be limited to, AVL, mobilisation, status updates, crewing updates, free text messaging, standard messages such as informative and stop messages and incident positioning. Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
9.17	The solution should allow an authorised FRS user to control the messages sent from the solution to the MDTs. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.18	Any incoming message sent to the Control Room using mobile data must be immediately actioned by the solution with no impact on the operational functionality of the system or the accuracy of information. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.19	Where incoming messages sent to the Control Room from the MDTs are text based such as stop or informative messages, there must be a mechanism to alert the CRO of the incoming message and for the CRO to confirm acceptance and entry to the incident log. Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
9.20	Where a resource is assigned to an incident, any data from associated mobile data devices must be populated to the incident log. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.21	Upon incident mobilisation the MDT solution must alert the crew of the existence of risk information associated with the incident location or in proximity to it and present a link to display the information in a single action. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
	Airwave
9.22	The solution must be Airwave accredited through the lifetime of this Contract until it is replaced with ESN. It will be the supplier's responsibility and at the supplier's cost to maintain this compliance. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

Emergency Services Network (ESN)	
For Information Only	The supplier is to ensure transition from Airwave to ESN (if ESN becomes available for transition during the contract period).
9.23	The supplier must be responsible for ensuring the solution is fully ESN compliant at the point of ESN transition period for the FRSs, which will be at the cost to the supplier. Describe how you will meet this requirement in no more than 250 words and/or provide your road map for development towards ESN.
Response	Click or tap here to enter text.
9.24	The supplier must assist each member of the FRS in the annual ESN code of connection compliance checks throughout the lifetime of the contract Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.25	ESN and Airwave must operate simultaneously for the period of transition for the FRS Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.26	The supplier must agree that once ESN requirements and the approval method for the code of connection equivalent are released, the supplier will work with the FRSs to secure the necessary certification for the solution. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.27	The supplier must provide the support to work with the FRSs to develop the system as ESN capability advances. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Remote Display	
For Information Only	The solution is required to display a current service operational picture which can be accessed remotely by authorised FRS users via devices such as smartphones and tablets.
9.28	The solution must enable users to be able to view a real time map display of resource availability within the remote display system Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.29	The remote display must allow an FRS Authorised User to select an area of the map to be displayed on their device such as view only their own FRS area or to view other FRS areas.

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.30	There should be no limit to the number of Users that the FRS wishes to authorise. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.31	The remote display must allow an authorised FRS User to view current incident information, including the status of assigned resources, up to date incident log and any associated risk information. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Incident Command Software	
9.32	The solution should be capable of interfacing with Unblur Incident Command software which is currently in use in both HWFRS/SFRS (Lot 1). Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
What Three Words	
9.33	The solution must support and integrate with the 'What 3 Words' application using their supplied API. Further information can be found at: what3words.com Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Chemdata	
9.34	The solution must interface with Chemdata. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.35	The solution must record on the relevant incident when a search is carried out on Chemdata either in Control or from an MDT. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.36	The solution must allow a CRO to link a Chemdata document to an incident. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.37	The solution must allow a Chemdata document to be sent to an MDT, TomTom, mobile phone etc. Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
9.38	The supplier should update the solution each time a new version of Chemdata is issued. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
9.39	The solution must be maintained to support any changes in delivery of the Chemdata product Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Risk Management	
For Information Only	Current Risk Management solutions are Hereford and Worcester Fire & Rescue Service – CFRMIS Shropshire Fire and Rescue Service - Integrated Risk Management System
9.40	The solution should have the capability to take data from the Risk Management Systems for the purposes of matching risk information to a premises. Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
Multi Agency Information Transfer (MAIT)	
9.41	MAIT is not currently used by the FRSs however, this must be supported by the new solution. This service is to be provided as an information exchange between multiple agencies and allows for the transfer of basic incident related data from one command and control system to another. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
ORH Dynamic Cover Tool	
9.42	The solution must be able to provide data for use in the Dynamic Cover Tool provided by ORH – this would be via an API to transfer live deployment and incident data. (Detailed Interface specification supplied on request). Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

10. Telephony Functionality

Ref No	Requirement/Question
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For Information Only	The solution will need to present calls to the CRO in a way that is easy for the CRO to identify the type of call and with priority ordering to ensure the most urgent calls are answered first. CROs also need to be able to initiate an outgoing telephone call in a variety of ways, including via the use of a directory. It is also expected that the solution will provide a number of features for the CRO to include putting a call on hold and transferring calls.
For Information Only	For Lot 1 (HWFRS and SFRS), the control rooms need the ability to operate individually, jointly or on behalf of the other on demand and therefore all incoming calls for both FRSs will need to be presented to the CROs in either/both control rooms. The control rooms will need to be able to choose, on demand, whether only the home lines are presented, lines for both services are presented or particular line groups are presented to both/either control rooms.
General	
10.1	<p>Suppliers must integrate with the FRSs on site PABXs within the overall solution (Lots 2 & 3) and integrate with the current ICCS supplied by Motorola (Lot 1).</p> <p>Essential functionality required (but not limited to) are:</p> <ol style="list-style-type: none"> 1. Incoming Calls, to include – 999 Emergency, Other agent Emergency, non-emergency Admin. 2. Provision of CLI (Calling Line Identity) 3. Outgoing Calls 4. Call Hold 5. Call Transfer 6. Mute Facility 7. Conference 8. Classes of Line Group 9. Intrude 10. Seize 11. Call Queues <p>The Contractor should provide the technical specification of the proposed system to illustrate how telephony will be routed and presented to the ICCS</p> <p>No Word Limit to this question only</p>
Response	Click or tap here to enter text.
10.2	<p>The ICCS must be capable of integrating all incoming and outgoing telephony in order to present any type of call to the CROs</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
10.3	<p>The solution must allow search results from a 12 figure reference from EISEC</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Outgoing Calls	
10.4	<p>The solution must provide the capability to initiate outgoing calls using any of the following methods including but not limited to:</p> <ol style="list-style-type: none"> 1. Ability to manually enter a telephone number

	<p>2. One touch dialling (e.g. speed dials or equivalent)</p> <p>3. The ability to redial a recent number</p> <p>4. Select an entry from a directory within the solution</p> <p>5. Select a number to dial from a procedure or plan within the CAD</p> <p>6. Ability to dial another CRO logged onto the solution</p> <p>Describe how you will meet this requirement in no more than 750 words</p>
Response	Click or tap here to enter text.
10.5	<p>To allow a CRO to re-dial recent telephone numbers, the solution must include a recent numbers list showing a minimum of the last 5 numbers dialled by that user and a minimum of the last 5 numbers received by that user</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
10.6	<p>The CRO must be able to carry out an automatic call-back of a dropped call</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
10.7	<p>The CRO must be able to make corrections whilst manually entering a telephone number to be dialled</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
10.8	<p>The CRO must be able to abandon any call at any stage by means of a single key press</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
10.9	<p>The solution must allow the CRO to enter additional digits whilst a call is in progress without the solution initiating a new call (e.g. to respond to call prompts e.g. press 1 for...)</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
10.10	<p>The solution must allow for receiving eSMS calls</p> <p>Describe how you will meet this requirement in no more than 250 words requirements</p>
Response	Click or tap here to enter text.
Calls on hold	
10.11	<p>Once a call has been placed on hold, the CRO must be able to use all the ICCS system facilities including answering another call</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

10.12	Calls on hold must be clearly indicated as such and remain clearly visible on the terminal display and an alert displayed until retrieved by any CRO or cleared by the caller Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Call Transfer	
10.13	The solution must allow a CRO to transfer or forward a call to another CRO logged onto the solution, extensions within the FRS telephony system or externally Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.14	The CRO must be able to talk to the person answering the transferred call (with the caller excluded) and then either transfer the call or re-connect to the caller (i.e. supervised transfer) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.15	The CRO must be able to release the call before the person answering the call has answered (i.e. unsupervised transfer) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Mute	
10.16	A facility must be provided at each terminal to enable the CRO to mute the microphone in a single action whilst remaining connected to a call Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Conference	
10.17	It must be possible for CROs to set up a conference call with a number of parties such as with external telephony callers, or in the case of Lot1 with the other Control Room. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.18	It must be possible for the CRO that has set-up the conference call to see who is connected in the conference call and be able to add and delete parties as required Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
Classes of Line Group	
10.19	An FRS Authorised User must be able to: define the call types e.g. 999 lines, admin lines, configure the queues that call types are assigned to, configure call flows to the other FRS or remote buddy partnership, prioritise the queues, prioritise the call types within a queue, define the functionality of the call types, i.e. Incoming Calls Barred (ICB), Out-Going Calls Barred (OCB), or both ways working, define the text that is displayed for the call types and queues. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.20	The configuration of classes of line group must be in a user-friendly format and intuitive Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Comfort Tone	
10.21	The solution must provide the facility for a “comfort tone” to be played to non-emergency callers placed on hold. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Call Presentation	
10.22	The solution must clearly differentiate on each position, visibly and audibly, between emergency, agency and non-emergency calls. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.23	The solution must allow all positions to ring simultaneously when receiving emergency and administrative calls Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.24	There must be a visual and audible indication of incoming telephone calls which must be configurable by an FRS Authorised User to distinguish between differing incoming call priorities such as emergency, agency and administrative calls. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.25	The solution must provide visual and audible options for emergency calls that can be configured within the Control Room such as ringing out loud via speakers.

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.26	There must be a visual and audible indication of incoming telephone calls presented within an overflow from the other FRSs. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.27	CROs must be able to take the next telephone call in one key press when not on another call and a maximum of two key presses when on another call. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.28	The solution should have the functionality to allow a CRO to answer the next call in priority order and must have the ability to select a specific call. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.29	The ICCS must be capable of accepting and displaying caller line identifier (CLI) information from the network provider. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Directory	
10.30	The solution must provide access to a master directory that is updated from one central point Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.31	The solution must support bulk uploading to the directory and without slowing the system Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.32	An FRS Authorised User must be able to create/amend/delete contacts as required Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.33	The solution must provide the ability to import/export into and out of the directory in a format suitable for use with Microsoft Excel such as .xls .csv .xlsx .txt and .asc Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
10.34	The directory must be displayed in a logical manner with the CRO having the ability to sort/filter/search the directory in an intuitive way Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.35	Following a search from the directory the CRO should be able to dial in a single action Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

Monitoring Facility - Calls	
10.36	It must be possible for a CRO to monitor the voice communications of any other CRO position logged onto the solution in a non-intrusive way without interfering with the call in anyway or causing any degradation in voice quality or volume Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.37	The solution should provide the CRO with a non-intrusive visual indication that they are being monitored and by which user Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.38	The monitoring CRO must be able to mute their own mic when they initiate the monitoring of the call Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.39	It must be possible for a CRO to intrude and their mic to be enabled if they wish to take over a call from any other CRO position logged onto the solution Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
10.40	The solution should have the ability to indicate visually when a CRO is occupied Describe how you will meet this requirement in no more than 250 words

Response	Click or tap here to enter text.
10.41	<p>The Lot 1 FRSs would normally have no more than 10 operators working simultaneously across both control rooms, which provides capacity for usual peaks of activity but the ability to increase to a maximum of 12 on exceptional occasions of spate conditions/major emergencies must be provided. The Lot 2 FRS would normally have no more than 3 operators working but exceptionally, would need to the ability to increase to 5 and Lot 3 would need 5 with an increase to 6.</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.

11. Radio Functionality

Ref No	Requirement/Question
For Information Only	<p>It should be noted that currently the following Airwave devices are used: SAN-J for FDS Officers and other handheld users, SAN-B used by the CRO for fall back and SAN-A used within appliances. Airwave is currently accessed from both Lot 1 control rooms via DCS ports in the Motorola hosted ICCS solution. CFB currently access via SAN I. CD&D currently use SAN H.</p> <p>The Lot 1 FRSs currently continuously monitor 2 home Airwave talkgroups per FRS for communicating with resources which are normally presented in the home FRS but during periods where one control room covers for the other, talkgroups pertaining to the other FRS are also continuously monitored.</p> <p>Lot 3 FRS currently uses Request to speak/talkgroup per incident.</p> <p>All of the Authorities may wish to move to request to speak/talkgroup per incident in the future.</p>
11.0	<p>The solution must use Dispatcher Communications Server (DCS) technology.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Continuous Talkgroup Monitoring	
11.1	<p>The solution must be capable of allowing a control room to continuously monitor its own talkgroups, and as required also continuously monitor talkgroups of another FRS simultaneously</p> <p>Describe how you will meet this requirement in no more than 250 words</p>

Response	Click or tap here to enter text.
11.2	Selection of a talkgroup must also initiate monitoring of that talkgroup (if the talkgroup is not already monitored) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.3	Whilst a talkgroup is selected by a CRO, the audio level must reduce on all other talkgroups monitored by that CRO. It must be possible for this level to be configured by an FRS Authorised User for all CRO positions Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.4	The solution must provide the facility for all CROs to access all the individual talkgroups available to both FRSs. Describe how you will meet this requirement in no more than 250 words
Response	
11.5	The solution should have the facility for all CRO's to access other FRSs talkgroups Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.6	An FRS Authorised User must have the option to configure the solution to generate a "talkgroup not monitored" alarm to CROs when no CRO is monitoring a particular talkgroup. This alert must not inhibit activities available to the CRO at any CRO position Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.7	It must be possible for CROs to activate and deactivate the "talkgroup not monitored" alarm for specified talkgroups identified by the FRS The Contractors should describe how they will meet this requirement. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.8	Selection of a talkgroup by a CRO must not preclude another CRO from monitoring or selecting the same talkgroup Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.9	The selection of a talkgroup, combined with operation of the press-to-talk switch, must be indicated to all CROs at which the talkgroup is monitored or selected

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.10	The solution must ensure that only one CRO can transmit on any talkgroup at a time Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.11	The solution must allow a CRO to broadcast to all talkgroups at the same time if required Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.12	When a CRO logs out of a CRO position, all selected and monitored talkgroups must be automatically de-selected and de-monitored as part of the logout process Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.13	The solution must have the ability to allow a CRO to cut across any transmission on a talkgroup and take priority Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Talkgroup per incident/Request to speak	
11.14	The solution must allow CROs to audio or event monitor individual or multiple talkgroups as required Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.15	The CAD must automatically allocate a talkgroup when an incident is confirmed. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.16	The solution must allow an FRS Authorised User to seamlessly allocate talkgroups to Incidents and/or seamlessly override the talkgroup allocation to only allocate a specific talkgroup to all Incidents, e.g. add talkgroup XXX-XXX01 to all incidents Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

11.17	<p>The solution must allow for talkgroup management so that on mobilisation to an incident the talkgroup is included in the mobilisation message and the radio is automatically switched to the allocated talkgroup</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
11.18	<p>The solution must allow an FRS Authorised User to configure the number of talkgroups in use from the pool of available talkgroups and allow more than one incident to be assigned to a talkgroup once all available talkgroups have been allocated.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
11.19	<p>The solution must make a talkgroup available for re-allocation once all resources have been de-assigned from an incident</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
11.20	<p>The solution must dynamically update a talkgroup to show which subscribers are currently affiliated to that particular talkgroup</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
11.21	<p>The solution must provide a talkgroup allocation display against an incident and resources allocated to that incident</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
11.22	<p>The solution must allow a CRO to change the automatic allocation of a talkgroup and select a different talkgroup for use by the resources mobilised to an incident</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
11.23	<p>If a talkgroup is changed following mobilisation the solution must automatically communicate this to the mobilised resources and should change them to the relevant channel</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
11.24	<p>The solution must automatically assign one available talkgroup to all of the Incidents upon a Batch Mobilisation and inform the CRO of the talk group allocation</p> <p>Describe how you will meet this requirement in no more than 250 words</p>

Response	Click or tap here to enter text.
11.25	All talkgroup management features and functionality must be fully available when the solution transitions to the ESN Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.26	The solution must provide the facility for a CRO to review the resource call signs that are currently subscribed to a particular talkgroup Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.27	A visual indication of the call-sign currently transmitting on a talkgroup must be presented to all CROs that have access to that talkgroup Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.28	There must be a visual and audible indication of incoming radio calls, which is ideally configurable by an FRS Authorised User Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.29	Presentation of radio calls must be clearly differentiated by type and the solution must accept a 'Request to Speak (RTS) or an 'Urgent Request to Speak (URTS) status message sent either via the Tetra or ESN network Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.30	When a CRO accepts a RTS the CRO must be provided with voice control of the radio rather than a tone being sent back. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.31	The solution must allow a CRO to initiate an outgoing radio call to a resource Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.32	There must be no limit to the number of RTS/URTS that can be received by the solution Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

11.33	The solution must allow the RTS/URTS to be cancelled by either the CRO in the Control Room or the Operational Radio User Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.34	The solution must prioritise incoming radio calls in accordance with Tetra Call prioritisation and ESN equivalent when it becomes available (e.g. URTS must be displayed in such a way that it is prioritised ahead of routine RTS messages) and must queue and suitably present a RTS or URTS request to the CRO in order or priority so that they can be actioned Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.35	Request To Speak notifications must be presented at all logged in CRO positions and removed when accepted by any other CRO Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.36	When a CRO accepts a RTS/URTS message from a call-sign that has been assigned to an incident, the solution must display the corresponding incident record if it is available Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Accessing the radio	
11.37	In order to give the CRO some flexibility in how they transmit to the radio, at least two different options must be provided Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
General	
11.38	The solution must enable the receipt and cancellation of the actuation of the radio emergency button and ESN equivalent when it is available Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.39	It must be possible for any CRO to patch talkgroups and un-patch talkgroups that have been patched together by themselves or another CRO Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.40	The solution must provide a clear indication to all CROs of which talkgroups are patched together and the identity of the CRO that created the patch

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
User Audio	
11.41	The solution must be capable of integrating all control telephony, PABX integration and radio equipment (Airwave) in order to allow common headset working and control at the CRO terminal Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.42	The solution must support the following USB audio speaker and PTT devices per CRO position as a minimum; Headset, Headphones (e.g. for trainer), Footswitch PTT Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.43	Audio settings must be stored per user (not per role or position). The CRO must have the option of modifying audio settings via the user interface. This includes selection of the output devices and adjustment of the volume control of the audio stream Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.44	CROs should have the ability to control the audio level for each audio channel via the user interface. The following Audio Channels shall be controlled separately: - Radio Selected - Radio Monitored - Telephony - Alerts Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.45	The solution must provide Echo Cancellation for audio devices by means of Echo Cancellation software for audio devices which do not support the required terminal coupling loss value of < 55dB. It shall be possible to individually activate the Echo Cancellation for specific audio devices (taking the capabilities of the device itself into consideration) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
11.46	The supplier must provide details of non-proprietary headsets for use by the CROs that conform to health and safety requirements and are compatible with their solution. The same headset must be able to be used

	for both radio and telephone operation. (Note: Current Airwave Code of Connection compliance restricts headset types to cabled only and NOT wireless headsets) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

12. Recording and Playback

Ref No	Requirement/Question
Voice Recording	
12.1	A facility for bulk voice recording must be provided and all audio including telephony and radio is to be captured and made readily available to the relevant FRS and to be stored in the UK in line with GDPR/legal requirements Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.2	All voice recordings must be date, time, CRO ID, CRO position and duration stamped and whether radio or telephone recordings. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.3	The recorded audio levels must be identical to the actual audio levels received at the solution, telephony systems and generated by CROs Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.4	Any monitored conversations should be recorded at the monitoring CRO position as well as the CRO position being monitored, with no audio degradation at either position Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.5	The list of recordings must be listed by CRO position ID, CRO ID, date and time and telephone line. Recording as default must be descending in date/time order with sort options Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

12.6	The list of recordings must be able to be searched on the following parameters, as a minimum; by CRO position ID, CRO ID, date and time, telephone line, telephone numbers, incoming and outgoing calls. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.7	All voice traffic on the voice recorder must be time and date stamped from a clock which is regularly checked against a stratum two source Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.8	The recording equipment must allow authorised users to extract and download specific recordings in industry standard electronic file format included wav and mp Transfer of any digital information should be encrypted format 3 for transfer to a removable media device e.g. DVD, CD, memory stick etc Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.9	The solution should make a note against each recording every time a copy is made with the date and time and CRO ID Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.10	The voice recorder must provide an audible and visual warning to indicate a fault Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.11	It must not be possible to disable voice recording at any CRO position. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.12	The solution should allow a CRO to 'tag' a call and annotate that tag with free text on the bulk recording facility Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.13	The bulk recording facility must allow calls to be paused, replayed and skipped to specific parts of the call when being played back Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
12.14	The solution must have the ability to restrict access to certain recordings

	<p>The Contractors should describe how they will meet this requirement.</p> <p>Response is to be no more than 1,500 words</p> <p>Award marks according to how comprehensive and how demonstrates meets requirements</p>
Response	Click or tap here to enter text.
Instant Replay	
12.15	<p>Each CRO position must provide an instant replay facility which will allow a CRO to immediately playback recent audio activity taken at any CRO position</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
12.16	<p>Calls must be accessible by all CROs within a host Control Room with an audit trail to support this</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
12.17	<p>Any instant recording must begin on the initiation or receipt of any voice communication received at a CRO position and cease when the call is terminated</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
12.18	<p>Both telephony and radio must be available to replay</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
12.19	<p>Playback from each CRO position must be available via headset or speakers as chosen by the CRO</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
12.20	<p>The instant playback facility must store at least the most recent 60 minutes of voice activity, i.e. not elapsed time</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
12.21	<p>The solution should allow a CRO to 'tag' a call and annotate that tag with free text on the instant playback facility at the CRO position</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

12.22	The instant playback facility must allow calls to be paused, replayed and skipped to specific parts of the call when being played back Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

13. System Requirements

Ref No	Requirement/Question
Hardware	
13.1	Any hardware required for the solution must readily available on the commercial market and in accordance with Health and Safety requirements, FRS security, Airwave security and CoCo requirements. PCs and Monitors will be provided by the FRSs and suppliers must provide the specification for those which are compatible with their solution. Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
13.2	Any supplied hardware for which Vendor support ends during the contract period must be updated to a replacement that will be supported until the end of the contract Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.3	The communications bearers which are the carriers connecting the Control Room to Fire Stations (Station End Equipment - SEE) for HWFRS & SFRS are currently IP (Primary Bearer) PSTN (Secondary Bearer), GSM and Paging (Tertiary). The current CDDFRS bearers to the Station End are ADSL, MPLS and tertiary bearer is PSTN. The supplier's proposal must use the existing bearers as it is unlikely that the existing arrangements will be changed before installation. It should be noted that bearers may change in the future. SEE is to GD92 standards Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
13.4	The solution must be compatible for use with a non-proprietary foot pedal which will be provided by the FRSs and suppliers must provide the specification for those which are compatible with their solution. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Software	
13.5	All software and software dependencies comprising the proposed solution, including 3rd party software, must be supported for security updates and patching for the life of the contract including any future contract extensions.

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.6	Critical security fixes must be tested and, where the supplier is responsible for the system, they must be deployed within 48 hours after release. Other security releases must be within a week. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.7	The supplier must provide all required media and licences for all software and any required third-party software including purchasing details. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.8	Any supplied software and operating systems for which Vendor support ends during the contract period must be updated to a replacement that will be supported until the end of the contract Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.9	The software supplied must be suitably licenced. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Security	
For Information Only	The solution needs to be designed to ensure that the core security requirements of confidentiality, integrity and availability in relation to data held within the solution are met. The supplier must operate a strict access control regime to ensure all users and administrators of the solution are uniquely identified and authenticated when accessing or administering the services. The data will be available to be delivered to the right person, utilising appropriate technologies (regardless of their location) at the point of requirement
13.10	The solution must meet the Airwave Service Code of Connection, and Cyber Security plus Security standards and either have been subjected to an independent 3rd party penetration test, or the supplier must provide the necessary permissions for the FRSs to commission their own penetration tests on the System from time to time if deemed necessary. Vulnerabilities identified must be rectified or where applicable the supplier must provide an action plan. The Contractor should indicate how they will meet this requirement. No Word Limit to this question only
Response	Click or tap here to enter text.

13.11	The solution must be patched and maintained to ensure it remains Airwave compliant and that the security of the system is not degraded over time Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.12	The solution must undergo an independent IT Security Health Check on at least an annual basis throughout the lifetime of the Contract in order to assess and validate the ongoing effectiveness of the security controls in place. All costs for the penetration testing will be borne by the FRSs, which will form part of the formal system acceptance criteria. Any remedial action required to attain accreditation that is part of the solution design will be the responsibility of the supplier to rectify and at their own cost Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
13.13	All network traffic across the internet must be encrypted. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.14	The solution must be compliant with UK GDPR Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.15	The supplier must ensure that all data is stored securely in the UK and encrypted if in transit between the solution and external systems. This protection must also cover audit logs and information held in archives or back-ups Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.16	The solution must provide audit Logging for all users. <ul style="list-style-type: none"> • The audit data must be made available to the FRSs upon request in a format that can be imported into Microsoft SQL Server. • Audit logs must be retained for a minimum 12 months. • As a minimum user logon events must be logged which must include: <ul style="list-style-type: none"> • Login ID • Date and Time stamp • User activity MUST be auditable, showing which functions the user accessed and which data they viewed/changed/deleted. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.17	Application must be accessible and functional on windows 11 or higher Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

13.18	The supplier must be certified to BS EN ISO/IEC 27001:2017 or equivalent. Describe how you meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Faults	
13.19	The solution must have a pro-active fault identification system that will alert any user to any issue which prevents the CRO from utilising the solution in operational conditions Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
13.20	The fault identification system must alert the user to any issue, not just confined to the immediate solution, but any ancillary equipment that has connectivity to the solution Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.21	Automatic fault identification and failure notification of the solution must be provided, including the provision of diagnostic features and alerting to the Control Room (e.g. Failure in the delivery of a mobilising message) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.22	If a primary method fails, e.g. a mobilisation failure over the primary bearer, the solution must automatically retry on a second method if available, and record the method used on an audit log for investigation purposes and alert the CRO of failure Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
13.23	The solution must raise and present an alert to a CRO in response to a number of conditions, including (but not limited to) the following: 1. loss of AVLS 2. loss of Comms 3. loss of connectivity to mobile data gateway 4. failure of outstations 5. failure of bearer e.g. IP or PSTN Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

14. Business Continuity and Disaster Recovery

Ref No	Requirement/Question
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Continuity of Service	
14.1	<p>The solution must enable both Lot 1 sites to have full functionality to include the ability to take emergency calls and mobilise resources for the other FRS. The system architecture should be such as to ensure that at least one site retains this ability in the event of system failures.</p> <p>Describe how you will meet this requirement. No word limit to this question</p>
Response	Click or tap here to enter text.
14.2	<p>Following any form of failure, restoration of the services must be carried out in a controlled manner, details of proposals should be supplied</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
14.3	<p>The solution must allow the FRSs to have access to most functionality a CRO would require within the system from an alternative and remote location, including but not limited to mobilising, radio and telephony.</p> <p>Describe how you will meet this requirement. No Word Limit to this question.</p>
Response	Click or tap here to enter text.
14.4	<p>A CRO at either of the Lot 1 Control Room sites must be able to access all available data for both FRSs without delay. Data access times must not impact on the CRO's ability to mobilise the appropriate resources in a timely manner</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
14.5	<p>In the event of unavailability of the core solution, the supplier must provide suitable arrangements to ensure basic continuity of service and as a minimum should enable one control to remain fully functional and able to operate on behalf of both Lot 1 FRSs.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
14.6	<p>In the event of a system failure, the supplier must be responsible for the restoration of the operating system, anti-virus and application software</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
System Availability	

14.7	<p>The solution must be continuously available and must have a calculated availability of no less than 99.999% in order to meet the business expectations. All systems should be based on High Availability HA pairs and have documented maintenance schedules without the need for downtime.</p> <p>Note to Bidders: Non- availability is defined by the FRSs as any of the following elements (not a result of a third party issue) and will be classed as downtime against the above target (99.999%):</p> <ul style="list-style-type: none"> - Loss of capability to take and handle emergency calls via the solution - Loss of capability to mobilise resources via the solution <p>Describe how you will meet this requirement. No word limit for this question.</p>
Response	Click or tap here to enter text.
14.8	<p>The solution must have a high fault tolerance and be designed so that failures of a single component or system do not cause a loss of service to users</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
14.9	<p>The solution must be resilient to failure in hardware, software and interfaces to external systems</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	
14.10	<p>The solution must provide application and system performance monitoring capabilities to allow for system diagnostics</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
Backup	
14.11	<p>The supplier must propose a solution for the backup, archiving and restoration of system data, including off site storage</p> <p>Describe how you will meet this requirement in no more than 750 words</p>
Response	Click or tap here to enter text.
14.12	<p>The solution must allow scheduled and unscheduled online backups of all system components and data without affecting system performance or requiring downtime or the system to be brought offline.</p> <p>Describe how you will meet this requirement in no more than 750 words</p>
Response	Click or tap here to enter text.
14.13	<p>As a minimum, the supplier must conduct quarterly tests with the FRSs to provide evidence that the deployed backup solutions are fit for purpose and use</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

Business Continuity Plans	
14.14	<p>The supplier must provide a copy of their Business Continuity and Disaster Recovery Plans and testing regime (including cyber attacks).</p> <p>Describe how you will meet this requirement. No Word Limit to this question.</p> <p>Attachments: Yes/No</p>
Response	Click or tap here to enter text.
14.15	<p>The supplier must provide fully worked Business Continuity and Disaster Recovery procedures for most areas of system failure.</p> <p>You should also include information on our expectations on recovery points and recovery time scales ie how long the systems take to do a complete restore as that may impact mobilisation – our expectations would be that the system should not go down under any circumstances due to it be appropriately designed but under the extreme we do need to know the recovery process and how long it will take to fully restore</p> <p>The Contractors should describe how they will meet this requirement. No Word Limit to this question.</p>
Response	Click or tap here to enter text.

15. Implementation and Project Management

Ref No	Requirement/Question
Project Management	
15.1	<p>The supplier must work closely together with the FRSs in a spirit of trust and co-operation and liaise with other partners and stakeholders, to include at a minimum, attending liaison meetings where appropriate and providing to other partners and stakeholders relevant information regarding the services when requested, to facilitate effective performance of the provision of the services</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.2	<p>The supplier must be the FRS Point of Contact with the suppliers of all Third Party data sets and applications provided as part of the solution, however this shall not prevent the FRSs from contacting third parties directly</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

15.3	<p>The planning, implementation, testing and handover of the solution must be in line with the FRS's Project Management Framework including change management, agreed reporting schedules and other key project reporting documentation. Full risk, quality and issue logs will be kept by the supplier and made available to the FRS at any time.</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
15.4	<p>The supplier must document, as part of their response, a project governance and organisation structure which has all roles, individuals qualifications, and escalation procedures fully documented and includes their future roadmap.</p> <p>Note to Bidders: The project governance and organisation structure must be established by time of contract award and kept up to date during the lifetime of the project.</p> <p>Describe how you will meet this requirement no word limit</p>
Response	Click or tap here to enter text.
15.5	<p>The supplier must appoint a named Project Manager with the appropriate skills to manage the mobilisation and implementation of the contract and will act as the Single Point of Contact (SPoC) for the FRSs. The supplier's Project Manager must attend regular progress meetings with FRS representatives and shall present a progress report and an updated project plan at each progress meeting</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.6	<p>The supplier must have contingency planning to ensure consistency in project management support.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Implementation/Installation	
15.7	<p>Issues identified throughout the period of implementation must be logged and actioned by the supplier in a timely manner, ensuring they are reviewed regularly in a time frame agreed with the FRSs</p> <p>Note to Bidders: It is expected that the solution will not Go Live while there are still outstanding critical issues to be resolved</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
15.8	<p>In defining the solution design, and during installation and other works, the supplier must take full account of relevant legislation and current industry 'best practice' relating to the technical design, installation procedures and health and safety.</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.

15.9	<p>The Contractor must be responsible for the smooth phasing in and hand-over of the new system and may be required to maintain the solution running in parallel with the existing systems for an agreed period. The supplier shall take into account the critical nature of the FRSs and communications when planning on-site work and support.</p> <p>Note to Bidders: The supplier must provide a detailed Transition Plan at least 120 days prior to Go Live which will detail the suppliers approach to bringing the new system into the live environment whilst maintaining the integrity of the legacy system operations and maintenance of business continuity during this period leading to cut over</p> <p>Describe how you will meet this requirement in no more than 500 words</p>
Response	Click or tap here to enter text.
15.10	<p>In order to minimise interference with the current state of operations, the supplier must assume that on-site work may be out of normal office hours.</p> <p>Any costs associated with out-of-hours working must be borne by the supplier including accommodation and travel.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.11	<p>The supplier must be able to provide onsite support covering the period of go live and immediately after.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Data Migration	
For Information Only	The FRSs will work with the supplier to gather the required data in a format suitable for import into the solution
15.12	<p>The system must be able to use AddressBase Premium (ABP) data for addressing.</p> <p>Describe how you will meet this requirement. No word limit.</p>
Response	Click or tap here to enter text.
15.13	<p>The FRSs will supply copies of all legacy data, where available, that needs to be migrated into the new application. The supplier must be responsible for importing data from existing systems to the new solution for the FRSs in the shortest amount of time possible. All data (including but not limited to) FRS Gazetteers, site specific risk information, general information, mobilising instructions, GIS maps, overlays, polygons, road network data, other spatial data, resources, PDAs, action plans, help function and contacts must be migrated</p> <p>Note to Bidders: Instances where data has not validated as anticipated must be managed accordingly (e.g. exception reporting) in order to permit corrective action to enable successful data import</p> <p>Describe how you will meet this requirement. No Word Limit to this question</p>
Response	Click or tap here to enter text.

Implementation Plan	
15.14	FRSs must be transferred over to the new solution in as short a time as possible while maintaining their individual functionality Describe how you will meet this requirement. No word limit to this question.
Response	Click or tap here to enter text.
15.15	The supplier must provide an outline Project Plan as part of the tender documents. Describe how you will meet this requirement no word limit.
Response	Click or tap here to enter text.
15.16	Detailed planning for the implementation of the solution is vital. The supplier must develop and manage an Outline Implementation Plan to incorporate all of the milestones (and associated deliverables) with clear timescales associated with all activities and include as a minimum, the following content: - A clear outline of all steps required to implement the milestones - A clear outline of all the required roles and responsibilities of all parties concerned, including staffing requirements - Clear timescales associated with all activities Describe how you will meet this requirement, no word limit
Response	Click or tap here to enter text.
15.17	Upon Contract Award, the successful supplier, in agreement with the FRSs, must finalise the provided implementation plan (based on their supplied timeline) that will include all steps required to implement Milestones and a clear outline of all the required roles and responsibilities of all parties involved no later than 20 working days from the Effective Dates of the contract(s) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
15.18	The supplier must update the Implementation Plan following planned performance meetings. Any material changes in the plans must be communicated to and approved by the FRSs. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Other Project Documentation	
15.19	All project documentation, including but not limited to the Implementation Plan must be approved and agreed with the FRSs before it can be adopted and be consistent with timescales within the main project and training plans. All further additions and iterations of the plan are required to undergo version control

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Training	
For Information Only	<p>A detailed training programme will be required for the solution to include operators, supervisors and administrators of the system. The successful supplier will be required to provide comprehensive training and user documentation to cover all the above roles.</p> <p>A communication plan needs to be included in the documentation. The supplier must include the training plan proposals within the Programme Plan</p>
15.20	<p>The supplier must provide comprehensive training of Service Personnel to enable them to use and maintain the system with courses provided for the following personnel as a minimum:</p> <ol style="list-style-type: none"> 1. General Users 2. Super Users to include Supervisory functionality 3. FRS Authorised Users/System Managers/Administrators which must include the database 4. Supporting the system in hours and out of hours for ICT technicians. <p>All courses must be available for the duration of the contract</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.21	<p>The supplier must provide initial training, within a time period to be agreed by the FRSs with a minimum of 4 weeks notice, and work in partnership with the FRSs to ensure all designated personnel are fully trained and equipped to utilise the solution in time for the subsequent go-live dates in the most efficient and effective way and in accordance with the required timescales and supply refresher training if required to achieve this.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.22	<p>The supplier should be able to provide training on weekends and evenings if required.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.23	<p>The supplier must, in conjunction with the FRS:</p> <ol style="list-style-type: none"> 1. Supply the overall Training Strategy which will include a detailed training plan that is periodically reviewed with the FRSs 2. Handle all aspects of course administration 3. Determine and agree the objectives 4. Provide courses co-ordinated with the Go-Live dates in order for the FRSs to cascade training if required 5. Produce training material (including user guides and interactive training materials) for approval by the FRSs 60 days prior to commencement of the training 6. Deliver the course(s) using premises deemed suitable by the FRSs 7. Ensure the training is completed on time and to the standards agreed with the FRSs

	<p>8. Provide each attendee with a certificate of training</p> <p>9. Be capable of providing additional courses at the FRS request</p> <p>10. Carry out training on the current version of the system that is live in the FRSs</p> <p>11. Keep the training program up to date and include all patches and updates</p> <p>Describe how you will meet this requirement No word limit.</p>
Response	Click or tap here to enter text.
15.24	<p>The detailed training plan must include;</p> <ol style="list-style-type: none"> 1. Scheduled dates for training in agreement with the supplier and FRSs 2. Details of trainers required from the supplier and resources from the FRSs 3. A detailed syllabus for each course six weeks in advance for approval 4. Training techniques, methods, equipment and aids to be used 5. Venue(s) for training 6. Lesson plans 7. Evaluation method <p>Describe how you will meet this requirement. No word limit.</p>
Response	Click or tap here to enter text.
15.25	<p>The CRO course must cover all functions and modes of operation available to the CRO. High-level fault reporting and diagnostics shall also be included</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.26	<p>The FRS Authorised User course must cover all elements of the system including at a minimum:</p> <ol style="list-style-type: none"> 1. System Manager functionality 2. Data Input and Configuration 3. System configuration e.g creation of action prompts, appliance & officer status, mapping layers, creation of incident types and PDAs, changing alerting methods 4. All Gaz Admin e.g. SSI's, COU's address changes etc. 5. Telephony configuration/databases etc. <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.27	<p>The Technical Administrators course must cover all technical elements of the system including at a minimum:</p> <ol style="list-style-type: none"> 1. Detailed design description 2. Routine maintenance and diagnostics 3. Equipment reconfiguration and programming 4. First Line Maintenance. <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

15.28	A training element must be included as part of all software upgrades along with training material updates provided by the supplier for each release Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
15.29	Training documentation must be available, in electronic and hard copy and in UK English as a minimum, to course attendees at any point during the contract period Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
15.30	The supplier must be responsible for updating and re-issuing any user documentation 60 working days prior to any updates or new releases of the solution during the course of the Contract Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
Testing	
For Information Only	It is expected that the solution will be subject to a full testing and acceptance schedule prior to the solution being accepted by the FRSs as ready to 'Go Live' on each of their respective Operational Service Commencement Dates. A full and robust testing programme will be agreed with the FRSs to ensure that the solution is thoroughly tested at all stages, the business needs of the FRSs are achieved, contract requirements are met and risks are identified and addressed as early as possible
	No SATs will be signed off until all requirements have been signed off and issues identified in testing resolved.
	Test scripts will be produced by the supplier to include all requirements requested by the FRSs. Note to bidders: SATs will not be undertaken until FATs have been successfully completed and UATs will not be undertaken until SATs have been successfully completed.
15.31	As part of the tender return the supplier must include full details of its proposals for carrying out the testing, verification and acceptance of the proposed solution Note to Bidders: It is expected that the requirements listed within this specification, will be used as a basis for the test script for all phases of testing Describe how you will meet this requirement. No word limit
Response	Click or tap here to enter text.
15.32	The supplier must undertake Factory Acceptance Testing (FAT) in order to demonstrate to the FRS witnesses that the system design supports the functionality detailed in the user requirements including, but not limited to; - loading - performance and capacity - security

	<ul style="list-style-type: none"> - resilience - disaster recovery - concurrency - error handling - recovery - business continuity arrangements - compatibility - usability <p>Note to Bidders: All functionality that is dependent on development or the environment will be tested at Site Acceptance Testing (SAT)</p> <p>Note to Bidders: FAT will be witnessed and signed off by representatives of the FRS. The FRS will not accept delivery of the solution without successful completion of the FAT</p> <p>Describe how you will meet this requirement no word limit</p>
Response	Click or tap here to enter text.
15.33	<p>FAT must be conducted on the solution to be supplied to the FRSs and not solely on supplier testing/demonstration equipment</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.34	<p>Prior to commencing the FAT, the supplier must populate the test environment with the FRS data required to complete the test</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.35	<p>The supplier in co-operation with the FRSs must undertake SAT/UAT in order to demonstrate to the FRSs that the system design supports the full functionality detailed in the user requirements, including all interfaces, loading, performance and capacity (inc maximum operators), security, resilience, disaster recovery, concurrency, error handling, fall-back, recovery, business continuity, compatibility and usability. The FRSs will provide the necessary resources to support UAT elements of the testing regime</p> <p>Note to Contractors: SAT/UAT will be witnessed and signed off by representatives of the FRS.</p> <p>Describe how you will meet this requirement in no more than 750 words</p>
Response	Click or tap here to enter text.
15.36	<p>Prior to commencing the SAT/UAT, the supplier must populate the FRS full data set.</p> <p>Note to Bidders: Please note the relevant SAT/UAT milestone will not be signed off until 100% of the required data has been migrated over to the solution</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

15.37	<p>If it is required the supplier must submit proposed test script documents for approval at least a month in advance of the agreed dates for any factory or site testing. The FRSs will accept or reject the documentation within two weeks of receipt. The FRSs reserve the right to request testing of specific elements in line with the requirements which will be notified to the supplier in advance of the FAT</p> <p>Note to bidders: The SAT will usually be supplied by the supplier and the FRSs supply material for UAT.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.38	<p>Load/performance testing, which includes full end to end testing, of the system must be carried out as part of UATs with 100% of positions in both Lot 1 FRSs logged in and simulating spate conditions without performance of the system exceeding any of the stated time allowances.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.39	<p>The supplier must provide final documentation providing all test results and comments within two weeks of completion of the tests</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.40	<p>Should any required functionality fail the testing process, the supplier must carry out all remedial works necessary and submit a revised re-testing programme for the elements that were not successfully demonstrated. All retesting will be witnessed by the FRSs. The FRSs reserve the right to carry out a full retest if required as changes to the solution may affect other aspects of the functionality</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
15.41	<p>The supplier must notify the FRSs of any impact on the delivery schedule of any failed test element</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

16. Support and Maintenance

Ref No	Requirement/Question
16.1	The supplier must maintain and service all elements of the solution provided under the contract providing support 24/7 for the Term of the Contract

	<p>The Contractor should indicate how they will meet this requirement.</p> <p>Expect details/evidence of your support processes and procedures. For example:</p> <ul style="list-style-type: none"> • What is in and out of scope • A copy of service levels to be worked to. • The location, staff size, and hours of help desk and support staff. • Whether ISO 9001/2000, ISO 9001/2008 certification/accreditation, or alternative is held. • Escalation Points • Weekend and out of hours Cover • Fault reporting system <p>Describe how you will meet this requirement No Word Limit to this question</p>
Response	Click or tap here to enter text.
16.2	<p>The supplier must ensure that its service support processes include:</p> <ol style="list-style-type: none"> 1) Configuration Management 2) Service Desk 3) Incident Management 4) Problem Management 5) Change Management 6) Release Management 7) On Site Support <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.3	<p>The supplier must ensure that its service delivery processes include:</p> <ol style="list-style-type: none"> 1) Service Level Management 2) Capacity Management 3) Availability Management 4) ICT Service Continuity Management 5) Security Management 6) Audit Management <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.4	<p>The supplier must provide to the FRSs on request, documents showing how ITIL and ITSM guidelines will be followed in the provision of the services</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
General	
For Information Only	The FRSs will retain responsibility for assigning the severity level to a fault

16.5	The support and maintenance must include the provisions to ensure the required service levels are met (as defined in the Service Level Agreement) Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
16.6	The supplier must ensure that support in the use of the solution is available to Fire Control rooms and ICT employees 24/7 This support must include, as a minimum : 1) Staffed Telephones 2) Monitored email support 3) Remote assistance using secure remote desktop or a virtual private network, as approved by the FRSs and/or 4) An improved solution agreed method with FRSs Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
16.7	The supplier must include a secure remote access facility for maintenance and configuration purposes of the solution which should also require multi-factor authentication. Where a problem cannot be rectified remotely, the supplier must ensure a site visit to meet the agreed timescales and performance levels Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
16.8	The supplier must provide individual accounts for their support staff to access the FRS's systems and not use a generic account Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
16.9	The supplier must ensure, following any failure, all of the solution elements are restored back to a fully functioning condition followed by a report to the FRSs detailing the cause of the issue Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
16.10	The supplier must maintain and make available to the FRSs the system configuration for the solution to include regression testing and roll-back provisions and follow change control process via the ITSM ITIL framework Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

16.11	<p>All personnel, including sub-contractors who have access to the solution must be security screened to a minimum of Baseline Personnel Security Standard (BPSS). Contractors accessing HWFRS premises at Hindlip should be NVPP Level 3 vetted.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.12	<p>The supplier must submit change control notices to the FRS in a timely manner for them to be approved.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Service Levels During the In-life and Migration of Service Phases	
16.13	<p>The supplier must monitor all elements of the solution for faults, issues, performance and availability, using an appropriate system. The supplier must ensure that the FRSs shall have access to and receive alerts and alarms from this facility as a minimum. Monthly performance and availability reports will be made available to the FRSs by the supplier detailing;</p> <ol style="list-style-type: none"> 1. Availability of the solution 2. Fault rectification services 3. Planned maintenance services 4. Agreed actions 5. Helpdesk performance against the SLA <p>Describe how you will meet this requirement in no more than 750 words</p>
Response	Click or tap here to enter text.
16.14	<p>The supplier must meet with the FRSs on a regular basis to conduct Contract monitoring and management activities</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
System Maintenance	
16.15	<p>The supplier must create and maintain a planned maintenance schedule for the solution to be agreed with the FRSs. The schedule will be updated in consultation with the FRSs and must include as a minimum;</p> <ol style="list-style-type: none"> 1) Solution components to be inspected and tested in line with an appropriate testing regime agreed with the FRSs 2) CRO workstations – in line with manufacturer and supplier recommendations 3) Antivirus, malware and operating systems updating and patching should all be approved, tested and released, which must comply with industry best practice for all components of the solution 4) Following a formal agreed Change management process for significant change control – a backout reversal plan should also be submitted as part of any change process <p>Describe how you will meet this requirement in no more than 750 words</p>
Response	Click or tap here to enter text.

16.16	<p>When the supplier wishes to carry out any maintenance to the solution (other than emergency maintenance), they must ensure that:</p> <ol style="list-style-type: none"> 1. The timing of the planned maintenance is in accordance with the requirements of the maintenance schedule or is as otherwise agreed in writing with the FRS's Representative at least 20 Working Days in advance 2. Once agreed with the FRS's Representatives the planned maintenance is then entered onto the maintenance schedule 3. The planned maintenance is subsequently carried out in accordance with the maintenance schedule <p>Note to Bidders: During high levels of operational activity it may not be permissible for the planned maintenance to be carried out, the supplier should contact the FRSs in advance of any maintenance being completed to ensure that the operational conditions are suitable to allow the maintenance to proceed. Any changes to the software must be tested outside of the live environment in the first instance before being transferred to Live</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.17	<p>The supplier must carry out any necessary maintenance where it reasonably suspects that the solution or the provided services may have developed a fault. Any such maintenance shall be carried at such times to avoid (or where this is not possible, to minimise) disruption to the solution and the services.</p> <p>Note to Bidders: During high levels of operational activity it may not be permissible for the planned maintenance to be carried out, the supplier should contact the Consortium in advance of any maintenance being completed to ensure that the operational conditions are suitable to allow the maintenance to proceed. Any changes to the software must be tested outside of the live environment in the first instance before being transferred to Live</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.18	<p>The supplier must give as much notice as is reasonably practicable to the FRSs prior to carrying out any maintenance for fault rectification.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Planned Maintenance Services	
16.19	<p>The supplier must ensure all agreed changes in technology platforms, systems upgrades and interfaces are implemented in accordance with the maintenance schedule and the resulting schedule of works agreed between the parties from time to time</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Escalation	

16.20	<p>A Resolution Plan must be produced to define the methodology and resources that the supplier will be employing on the case to investigate and resolve the issue. The Plan will define timescales and milestones for the progress review together with an interim solution. The FRSs will be associated closely to the case management and will receive daily updates on progress</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.21	<p>The supplier must provide an escalation process for any issues that are not resolved within their contracted time, whereby an exception is raised and escalated to the supplier's Management Board who will nominate a Case Manager who will liaise with the FRS</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
Release Management	
16.22	<p>All software releases must be carried out in a controlled manner with no system downtime or interruption to provision of service</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.23	<p>The supplier must make available, within the software support costs, an unlimited number of new releases of upgraded software. This will normally be limited to bug fixes and minor product improvements or enhancements. Significant new or bespoke functionality must be discussed with the FRSs. The supplier is responsible for installing the upgraded software onto the solution. Testing shall have been carried out initially at source, and a version of the software will be offered on the FRS testing environment for evaluation.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.24	<p>The supplier must notify the FRSs (in UK English as a minimum) of the content of each software release in advance of the release date, in terms of bug fixes and enhancements included, so that they can be approved by the FRSs as part of the Change Management process, prior to the change being deployed.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.
16.25	<p>Any major changes to the supplied software must be notified at least 12 weeks in advance.</p> <p>Note to Bidders: This does not apply to security patching which must be completed as soon as possible after release</p> <p>Describe how you will meet this requirement in no more than 250 words</p>

Response	Click or tap here to enter text.
16.26	<p>The supplier must provide reasonable notice of any planned upgrades to the System or planned outages. Where significant functional changes are being made these must be approved in advance by the FRSs.</p> <p>Describe how you will meet this requirement in no more than 250 words</p>
Response	Click or tap here to enter text.

17. Product Development

Ref No	Requirement/Question
For Information Only	The Authorities require continuous development to ensure the solution remains fit for purpose and can adapt to new technologies.
Product Roadmap and Development	
17.1	<p>Please confirm your current roadmap for the system to include any future updates for the software</p> <p>It will be vital that any procured solutions are continuously improved and updated to meet future needs. Typically, how would you ensure that your solutions are futureproofed over time do you foresee any market changes over the coming months and years that we could consider.</p> <p>Describe how you will meet this requirement no word limit:</p>
Response	Click or tap here to enter text.
17.2	<p>The supplier must continue to provide information to the FRSs about its plans for new software for the life of the contract</p> <p>The Contractor should indicate how they will meet this requirement.</p> <p>Response is to be no more than 1,500 words</p> <p>Award marks according to how comprehensive and how demonstrates meets requirements</p>
Response	Click or tap here to enter text.
17.3	The supplier must agree to document and manage all new requirements requested by the FRSs and if acceptable these should be added to the Product Roadmap

	Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.
17.4	The supplier must ensure that all development is carried out locally on a development site prior to sharing with the FRSs. Once signed off by the supplier, this will be shared to a testing platform for the FRSs to test and sign off before being updated on the Live System. Describe how you will meet this requirement in no more than 250 words
Response	Click or tap here to enter text.

18. Incident Reporting

Ref No	Requirement/Question
For Information Only	This section refers to an IRS solution which allows data from the mobilising system as well as supplementary data provided by Officers in Command at an incident to be brought together in a single location and reported on before being passed to the Central Home Office IRS System.
	The following reporting systems are currently in use in the FRSs: Hereford and Worcester - 3TC IRS Shropshire - Activity Assistant (a West Midlands Fire Service developed product), Cleveland – an in house solution and Durham and Darlington – Firewatch.
Incident Recording System (IRS)	
18.1	The solution must integrate with the IRS systems in use by the FRSs. Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
18.2	The solution must enable validation of data input into the system against data within the mobilising system (and with internal logic) as defined by the Home Office IRS Specification Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
18.3	The solution must extract data to upload to the IRS systems used by the FRSs. Describe how you will meet this requirement in no more than 500 words
Response	Click or tap here to enter text.
18.4	The solution must supply the UPRN for each incident reported to the Home Office System. Describe how you will meet this requirement in no more than 500 words

Response	Click or tap here to enter text.
Management Information/Reporting	
For Information Only	The current mobilising solution outputs data to a Microsoft SQL Database. This allows each FRS to receive information about incidents as they happen and as they change and produce corporate reports It is likely that both FRSs would be using Power BI for reporting
18.5	The supplier must replicate the solution database to the FRS system SQL server(s) to allow both FRSs to create and maintain their own customised SQL and Power BI reports and to carry out data extraction, the solution provided data must be near real-time without impacting the live system Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
18.6	Upon closure of an incident, the solution must allow for all incident related data to be transferred to an FRS managed SQL Server database in real or near-real time so that the FRS can integrate with other third-party systems such as IRS, MIS, SSRS Reporting and On call payment systems and the ability to integrate with future products Describe how you will meet this requirement in no more than 750 words
Response	Click or tap here to enter text.
18.7	The purposes of all available tables in the database and how they link and are used in the application must be fully documented and made available to the FRS to facilitate the creation of customised reports by the FRS. Describe how you will meet this requirement in no more than 500 words:
Response	Click or tap here to enter text.

19. Gazetteer Management System

Ref No	Requirement/Question
19.1	The solution must allow locations that have been added to a Gazetteer record to be able to be viewed on the Gazetteer map. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.2	The solution must allow for a global update to multiple premises adding/updating/removing of response classifications, Action Plans, risk codes, Site Specific Information, update records, remove contact, add contact, update contact, etc. Describe how you will meet this requirement in no more than 250 words:

Response	Click or tap here to enter text.
19.3	The solution must allow for custom searches for premises ie. UPRN, station ground etc as well as address searching. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.4	The solution should provide a 'do not display' tag so that these may be added to NLPG road entries. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.5	The solution must allow flash messages to be created and linked to a gazetteer entry. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.6	The solution must have the ability to add alarm codes to Gazetteer records and these must be alpha numeric. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.7	The solution must allow for any address/data selected to be viewable on a map at multiple zoom levels Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.8	The solution must allow for any search carried out directly on the map to provide a list of records. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.9	The solution must allow for a global update to multiple premises via the search list or the map area Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.10	The solution must allow for a global update to multiple premises for any search created - i.e. attach information from the mobilising system to all addresses with classification of landfill. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

19.11	The solution must allow for searching using grid references directly on the map and not using the search function Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.12	The solution must allow for any record to be selected from the map. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.13	The solution must utilise a local copy of the AddressBase Premium information and allow Change Only Updates to be applied when they are released. This process is to be agreed with the FRSs. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.14	The solution must support the filtering of AddressBase Premium data, and suppress addressable or non-addressable locations in the raw Address Base Premium data that the FRS determine should not be uploaded into the mobilising system for call handling (e.g. ponds, street furniture, sub-stations) relevant to each FRS Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.15	The solution must allow for custom searches on every agreed imported headings in the ABP data - i.e. Classifications, Owners etc. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.16	Each FRS must have the capability to locally manage updates, edits, creation and deletion of addresses for inclusion within the Gazetteer Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.17	The solution must have the ability to search for any field imported from ABP within Gaz Management Tool (front end) Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.18	The solution must be able to use fuzzy matching and/or using all 'operators' available i.e. contains, starts with, etc Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

19.20	The solution must be able to add manual grid references to new records created. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.21	The solution must allow for locally created alternative records to be attached to ABP records to allow for different names. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.22	The solution must allow for any records identified on the map to be selected from the map. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.23	The solution must allow for contact information to be added to records and visible to CRO. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.24	The solution must allow for SSI information to be added to individual records and have the option to be presented to crews and/or Control Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.25	The solution must allow for Classifications/PDAs/Preset Responses/risk numbers to be added to individual records and be visible to CRO's Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.26	The solution must allow for any addresses to be updated from an overlay including station grounds, map books Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.27	The solution must allow for all mapping tools to be available for the map e.g. drag, zoom, etc Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.28	The solution must ensure that any plotting of addresses are accurate. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

19.29	The solution must allow for all mapping levels identified within mobilising system to be available to use in Gazetteer system. Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.30	The solution must utilise a Gazetteer accurate to premises level based upon AddressBase Premium Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.31	The solution must allow an authorised FRS user to create access points for mobilising e.g. motorway entry/junctions, non affected/affected carriageways Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.32	The solution must allow an authorised FRS user to create and add a category to a selected address or batch of addresses Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.33	The solution must have the functionality to link the station prefix/number to the relevant gazetteer entry Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.34	All updates to the Gazetteer in the FRSs must be recorded on a log within the solution that can be interrogated for audit purposes - every gazetteer record must have an audit trail and all versions must have an audit trail Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.35	The solution must update a large amount of records without any detrimental effect on availability of the mobilising system Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.
19.36	Each FRS must have the ability to retain their own legacy data records to be included within the mobilising system Gazetteer, that can be searched and matched against, and the successful contractor must provide support with population of Gazetteer data from existing Gazetteers Describe how you will meet this requirement in no more than 250 words:
Response	Click or tap here to enter text.

19.37	<p>The solution must include a Gazetteer management application suitable to maintain Gazetteer data within the solution and functionality must include the validation of data updates to ensure compliance and integrity of the Gazetteer structure</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
19.38	<p>It must be possible for an FRS Authorised User within the FRS to update the gazetteer</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
19.39	<p>It must be possible for a FRS Authorised User in the FRSs to add a free text note to a Gazetteer record which is not overwritten on a COU e.g. door codes, oxygen cylinder storage</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
19.40	<p>The solution must allow updating of both AddressBase Premium and local only records (including adding/removing records)</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
19.41	<p>The solution must be able to search the Gazetteer based on postcode, street, UPRN, GI_URN, GI_SSRI Name, Risk Number associated etc</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
19.42	<p>The solution must be able to add flash messages for multiple locations for premises with more than one entrance, Action Plan and flagged addresses etc within the Gazetteer.</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
19.43	<p>The Gazetteer must support the multiple aliasing of addressable and non-addressable records</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.
19.44	<p>There must be no detrimental effect on system performance during a Gazetteer change only update</p> <p>Describe how you will meet this requirement in no more than 250 words:</p>
Response	Click or tap here to enter text.

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20. Design

Ref No	Requirement/Question
20.1	<p>Please supply database schema</p> <p>You are required to provide both High Level Design and Low level design documentation for the proposed solution this will include a detailed explanation of how the design meets all the requirements outlined in the tender document.</p> <p>If you are proposing a hosted/cloud solution, the environment should undergo regular penetration and vulnerability testing via a recognised independent third party and the frequency of such testing and rectification timescales upon the receipt of the PEN tests should also be included.</p> <p>No word limit to this question</p>
Response	Click or tap here to enter text.
20.2	<p>Please provide high and low level diagrammatic overviews of the architecture of the proposed solution and its integrations.</p> <p>Your detailed response must include, but not limited to, the following areas:</p> <ul style="list-style-type: none"> - all component servers, databases, platforms physical / virtual and indicate network connectivity, network Design and associated security protocols, and should specifically include firewalls and configurations and/or other security protection and prevention measures. <p>Describe how you will meet this requirement no word limit:</p>
Response	Click or tap here to enter text.
20.3	<p>The supplier must ensure sufficient protection from software vulnerabilities security and virus / malware threats, cyber attacks, must be protected from unintended or unauthorised access, any system or systems provided must be compliant with current standards must undergo regular security and vulnerability patching to ensure all systems are compliant with current standards and should be implemented and maintained at all times throughout its lifecycle.</p> <p>and must be capable of protecting, preventing and detecting the following:</p> <ul style="list-style-type: none"> - Hacking - Denial of service attacks - Introduction of malicious software and unauthorised code execution (including worms, Trojans and executable files and other undesirables

	<p>security compromises, - Privilege escalation (e.g. a FRS Authorised Users attempting to use his credentials to access other users/organisations' data)</p> <p>- Ransomware</p> <p>- or other undesirable execution of malicious code or unauthorised access / control methods.</p> <p>Describe how you will meet this requirement no word limit:</p>
Response	Click or tap here to enter text.
20.4	<p>The supplier must backup all data according to a schedule to be agreed with the FRSs. The backup must take place without any system downtime and must not impact the performance of the live system for the duration of the contract in any respect e.g. Availability of the solution, responsiveness to user actions, storage capacity availability, retrieval of archived or logged material or any other aspect. Please provide details of how the system will be backed up and the frequency.</p> <p>Describe how you will meet this requirement no word limit:</p>
Response	Click or tap here to enter text.

Cost

All costs, including design, testing and installation must be included within the contract period, unless otherwise indicated in the Pricing Schedule (Appendix G).

All Prices shall be stated in pounds sterling and exclusive of VAT.

All payments will be charged monthly in arrear and settled 30 days following receipt of a valid invoice, by BACS

Prices quoted must be held for the contract period (fixed prices in sterling £ for years 1, 2 and 3) which will commence from the date the official purchase order is placed. Allowance will be made in successive years for any increases in line with the consumer price index (CPI) as detailed below. Contractors must provide proof of increase from the manufacturers. (Successive years are options at the sole discretion of the Authority)

CPI: the Consumer Prices Index or any official index replacing it.

Review Date: every anniversary of the Commencement Date.

Review of the Contract Price

The Contract Price shall be reviewed on each Review Date to the indexed amount determined pursuant to this clause.

The indexed contract price for a Review Date shall be determined by multiplying the Base Contract Price by the All Items index value of the CPI for the month two months before the month in which that Review Date falls, then dividing the product by the All Items index value of the CPI for the Base CPI Month.

The Authority shall calculate the indexed Contract Price as soon as reasonably practicable and shall give the Contractor written notice of the indexed Contract Price as soon as it has been calculated.

Reporting to the Authority/ Documentation

The Contractor will provide the relevant documentation with delivery/ on award of the contract:

- a) High level diagrammatic overview of the architecture of the proposed solution include, but not limited to, all components servers, databases and indicate network connectivity and protocols, and should specifically include firewalls and/or other security measures.
- b) Description of the tasks
- c) Procedure for notifications of defects and rectification and site location (if applicable)
- d) Contact details.
- e) User operating manuals,
- f) Warranty
- g) Certification, including conformity with Standards and Regulations.

The documentation, manuals and guidance shall be kept up to date during the normal operating life of the Goods and shall be provided to the Authority as and when it is available.

The documentation shall be provided electronically, written in English Language as a minimum.

Solution Updates and Maintenance/Warranty

The Goods/Services may be subject to technical refresh/upgrade during the life of the Contract, to incorporate new user requirements and technological innovations so that the Goods/Services remain 'state of the art'.

Any technical refresh / upgrade will be subject to assessment before acceptance.

The Authority expects the Contractor to keep the cloud-based system and hosting environment upgraded.

The Authority will be responsible for acceptance testing, and the Contractor shall be responsible for validating any changes to interfaces or functionality prior to release.

The Authority reserves the right to reject the proposed alternative Goods/Services if it does not meet its requirements.

The Authority reserves the right to terminate the Contract if the proposed alternative product does not meet their requirements.

The Contractor shall make the Authority aware of future product updates and new releases. No updates will be applied without full consultation with the nominated contacts, with a minimum of 4 weeks notice.

The Contractor shall be responsible for ensuring that all future version releases do not break existing system functionality and system interfaces.

The Authority expects that User Acceptance Testing will be their only role required to implement a version upgrade. The Contractor is expected to explain their upgrade strategy and the facilities provided by the Contractor to the Authority for a test environment containing a snapshot of the live system.

Technical innovations and upgrades should be compatible with the Services offered in this tender. The technical innovations should be capable of integration with the Services with the minimum of effort and without the need for any Authority to incur costs in order to accommodate the technical innovation.

Contractors shall deliver the goods/services ready for operational use and fit for purpose. Goods/Services found unsuitable during internal pre-commissioning; operational checks and or acceptance testing shall be returned to the Contractor, at their cost, for replacement or repair.

The Contractor shall be responsible that if during the period of ninety (90) days from User Acceptance Testing (UAT) sign off warranty is offered against the site as accepted on UAT.

Warranty is immediately void if any changes are made to the underlying code of the system or technical infrastructure by any party other than the Contractor.

In respect of each release and software and other deliverables that are developed during that release shall be free from any material defect for a period of ninety (90) days commencing on the release completion date or such a period from the Release Completion Date as agreed with the Authority set out in the Schedule of Work (SOW).

The Contractor shall provide Maintenance Services (the Services), to be carried out at locations(s) agreed with the Authority, which shall be undertaken by suitably trained and competent personnel.

A detailed schedule for maintenance shall be agreed with the Authority annually, at least 4 weeks prior to the commencement of the Services.

Contractors shall detail the length and exact provision of the Initial or any Extended Warranty.

The Warranty period shall commence on commencement of the Contract.

There shall be suitable and sufficient support package available for any software provided.

All software updates and new releases should be easily installed and accessed with minimal user interaction.

Training- Train the Trainer

Contractors shall provide training in the use and maintenance of the Goods/Services supplied.

Contractors shall provide training programmes and the necessary resources to train Nominated Control room staff so that they are competent to cascade training to Contracting Authorities personnel in the following (but not limited to)

- How to use the Goods/Services; General User; super users to include supervisory functionality
- How to determine the need for remedial action
- FRS Authorised Users/System Managers/Administrators which **must** include the database

- The importance of Supporting the system in hours and out of hours for ICT technicians
- Any other factors necessary in the use of the Goods/Services

Training shall be conducted by suitably qualified and competent persons.

The full cost of training including travel and subsistence costs shall be detailed in the pricing schedule (Appendix G).

Compatibility

The Goods/Services shall be compatible with the following interfaces

- a) Station End Equipment
- b) Resource Availability System- Gartan (HWFRS) and Fire Service Rota (SFRS, CFB and D&D FRS)
- c) Mobile Data Terminals- Panasonic Toughbooks CF33
- d) Airwaves (Tetra) networks
- e) Emergency Services Network (ESN)
- f) EISEC
- g) Remote Display
- h) Incident Command Software (Unblur and Command Solution)
- i) What Three Words
- j) Chemdata
- k) Risk Management- CFRMIS (HWFRS, SFRS & CFB)
- l) OHR Dynamic Cover Tool
- m) IRS

Implementation

The Contractor must provide the details of those who will be delivering the Service and details of their Qualifications.

The Contractor will provide a dedicated named contact to the Authority.

Contractors shall provide an implementation plan in their response, to be agreed with the Authority. The plan will clearly identify the activities undertaken during the implementation and roll out of the software/testing including activities/outcomes and recommendations including key milestones, timescales, resources and communications. It will also detail those activities that contract participant's needs to provide.

Complaints and resolution

Contractor shall provide details of their complaint's procedures and procedures for resolution of issues, identifying how customers raise complaints, procedures, key personnel, timescales, communications, resolution & escalation.

The Contractor shall ensure provision of a procedure that will allow a fast and effective resolution of any problems encountered under the Contract. This could be attained through direct daily contact with the local staff, senior management and regular Contract meetings, as appropriate.

The Contractor shall maintain a log of complaints detailing;

- time and date of receipt of complaint and sufficient details to allow the Authority's Supervising Officer to determine to nature of the complaint, location and person who has raised the complaint
- time at which the complaint was resolved
- results of investigations
- actions taken (if any) to remedy the defects
- responses to the person raising the complaint, including time at which response given to complainant.

Management Information

A dedicated named contact will be provided to the Authority who will be available for the following but not limited to:

- Responding to queries made by the Authority in relation to Warranty and Support.
- Reporting requirements
- Service Reviews (Quarterly, Annually)

Business continuity

The Contractor shall ensure that a Disaster Recovery Plan and Business Continuity Plans, acceptable to the Authority, are in place for its own organisation, premises and operations.

The solution must comply with ISO 22301.

Equality

The Contractor shall comply with the provisions of the Equality Act 2010.

The Contractor shall not undertake the provision of the services in such a way as would render it or the Authority in breach of the Equality Act 2010.

Environmental Factors

General

The Contractor shall operate in an environmentally conscious manner and in accordance with relevant legislation, taking into consideration the impact of its activities and operations on the environment and actively seeking to minimise or eliminate those impacts.

Standards

The proposed solution must conform to

- GD92
- MG-4
- Airwave Code of Compliance
- BS EN ISO/IEC 27001:2017
- ISO 22301

Principles of Security

The Contractor acknowledges that the Authority places great emphasis on confidentiality, integrity and availability of information and consequently on the security of the Premises and the security for the Contractor System. The Contractor also acknowledges the confidentiality of the Authority's Data.

The Contractor shall be responsible for the security of the Contractor System and shall at all times provide a level of security which;

- a) is in accordance with Good Industry Practice and Law;
- b) meets any specific security threats to the Contractor System; and
- c) complies with the requirements of the Data Protection Act 2018, the General Data Protection Regulation (GDPR) and the Information Commissioners Office

Without limiting paragraph above, the Contractor shall at all times ensure that the level of security employed in the provision of the Services is appropriate to minimise the following risks:

- a) loss of integrity of Authority Data;
- b) loss of confidentiality of Authority Data;
- c) unauthorised access to, use of, or interference with Authority Data by any person or organisation;
- d) unauthorised access to network elements and buildings;
- e) use of the Contractor System or Services by any third party in order to gain unauthorised access to any computer resource or Authority Data; and
- f) loss of availability of Authority Data due to any failure or compromise of the Services.

Interfaces / Dependencies

The system should be accessible via a web browser interface or an installed software application interface.

Platforms currently in use are Windows 10 desktop operating systems. Utilising Microsoft Edge Web Browser all variants in current manufacturer support must be catered for.

The solution must provide a secure encrypted connection at all times and shall be protected from intrusion and other cyber threats by any external agencies.

Data Protection/GDPR

The Contractor must provide any scenarios where data may have to be transferred outside the UK e.g. for technical support / problem resolution

Social Value

The Authority is committed to supporting local communities by using the Public Services (Social Value) Act 2012 to consider how what is being procured might improve the economic, social or environmental well-being of the area in which the Contracting Authority and/or

Contractor operates. Contractors are invited to offer measurable items of Social Value in addition to providing the Goods and Services

SERVICE LEVEL REQUIREMENTS

Fault Priorities

Each fault reported, the Authority must retain responsibility for assigning the severity level to a fault and reserves the right to raise the severity level under abnormal operational conditions.

The priority level associated with the fault will determine the response times of the Contractor.

Priority 1

This will be a Critical fault involving Service Failure which results in the Non-Availability of the Solution. It shall always be classified as a Severity 1 Service Failure. A Service Failure which, in the reasonable opinion of the Authority:

- Constitutes a loss of the Service which prevents two or more End Users from working in the Control Room or;
- Has a critical impact on the activities of the Authority, and/or;
- Causes significant financial loss and/or disruption to the Authority, and/or;
- Results in any material loss or corruption of Authority Data

Non- exhaustive examples:

- The Solution is inoperable in the Control Room
- Mobilising functionality from the Solution fails in the Control Room
- Loss or corruption of data relating to communication or system events
- Failure of the Solution to provide user authentication service
- Interfaces with business-critical systems and/or Station End Equipment result in an inability to mobilise resources using standard procedures

Priority 2

This will be a Major fault involving a Service Failure which, in the reasonable opinion of the Authority has the potential to:

- Have a major (but not critical) adverse impact on the activities of the Authority and no work around is available, and/or;
- Cause a financial loss and/or disruption to the Authority which is more than trivial but less severe than the significant financial loss described in the definition of a Severity 1 Service Failure, and/or;
- Reduce the resiliency of the solution such that a further failure could result in a Severity 1 failure, and/or;
- Have a major adverse impact on the activities of the Authority which can be reduced to a moderate adverse impact due to the availability of a work around, and/or;
- Have a moderate adverse impact on the activities of the Authority, and/or;
- To have an adverse impact on the provision of the Service to End Users

Non- exhaustive examples:

- A workstation developing a fault condition that affects the operator's ability to mobilise and support incidents that cannot be dealt with under First Line Maintenance
- Control room workstations developing a fault condition that affects the operator's ability to undertake mobilising operations but affects less than two positions

- Loss of ability to exchange accurate, timely data with one or more Authority or partner systems
- Non-service affecting failure of components of the Core system installation making the control rooms vulnerable to loss of service in the case of a further failure
- Any single workstation developing a fault condition that does not impact on mobilising activities
- Any other failure that affects the effective operation of the Authority's Control Room

Priority 3

This will be a Minor fault meaning means there is low operational impact on the Authority

- Priority 3 incidents include less significant Solution functionality, where users can still access most functions. They may be regarding product functionality, or the availability of less significant features with no reasonable work-around.
- Priority 3 can represent intermittent faults that cause minor inconvenience to the Authority, but they do not impact on the usability of The Solution, sub-system, product, or critical features from the Authority perspective.

Priority 4

This will be a Cosmetic Faults that the Authority is unlikely to be concerned about. Typical examples would include:

- Faults resulting in minor functions or features being unsupported or unreliable in ways that the customer will not notice.
- Non-critical user interface or documentation errors.
- Faults that have no impact in how the customer perceives the system to work.
- Typographical, formatting or layout errors.
- If software build fault then no specific build targeted.

Fault Remediation

A single telephone point of contact for all fault matters must be provided. Additionally, it would be preferable if an on-line portal for tracking progress of any incidents is also available.

Within 10 minutes of detecting a fault, contract participants will be informed of the problem to determine their own contingency controls and also told likely timescales for remedial action.

A response to a fault reported within one hour of its receipt and a fix within 30 minutes where possible must be provided.

Any tender submission should state the highest level of support available and this should be included within the Pricing Schedule Appendix G.

There will be a defined escalation process for issues not resolved within agreed service levels.

Response Times and Restoration/Resolution

Faults are to be reportable to the Contractors Single Point of Contact, which is to be available to Hereford and Worcester/Shropshire Fire Authority 24 x 7 x 365. An immediate

response is required for all faults reported to the single point of contact, regardless of priority.

Required Restoration/Resolution timescales:

Priority	Type	Acknowledgement	Response	Resolution	Target
1	Critical	10 minutes	Within 30 minutes	Within 2 hours of the fault being reported	100%
2	Major	10 minutes	Within 1 hour	Within 2 hours of the fault being reported	100%
3	Minor	1 hour	Within 8 hours	Within 5 working days of the fault being reported	100%
4	Cosmetic	1 hour	Within 24 hours	Next Release/Product Upgrade	100%

Definitions:

Response – A response has been made upon the assignment of a task to an engineer and the commencement of remote diagnostics or despatch of an engineer to site, whichever occurs first.

Resolution – The system has been restored to an operational status, where the fault has been rectified and Service restored.

SERVICE LEVEL REQUIREMENTS

Service Level Requirements and key performance targets are in Schedule 1.

- The Service Level Requirements and key performance targets set out in Schedule 1 and will apply in respect of the performance by the Contractor of the Goods/Services.
- The Contractor shall, on a monthly basis, monitor and record the Contractor's performance of the Goods and Services by reference to the criteria applicable to each of the Service Level Requirements and key performance targets (as summarised in the table in Schedule 1), including any Force Majeure events, deficiencies and complaints for the purpose of preparing and delivering to the Authority a bi-annual Key Performance Indicator report.
- Any amendment/removal of the Service Level Requirements and key performance targets or the introduction of any new measurement will be agreed between the Authority and the Contractor.
- The Contractor shall comply with all obligations regarding Service Level Requirements and key performance targets and will use all reasonable endeavours to achieve the Service Level Requirements and key performance targets identified in the table.

Schedule 1- Service Level Requirements and Key Performance Targets

Definitions shall be used to determine the rating scale for performance against the Contractors Performance Review Table:

4-5	Exceeding Expectations High Standard	<ul style="list-style-type: none"> - Sometimes exceeds and consistently achieves the required standard - Very few weaknesses - Limited management support needed
3-4	Meeting Expectations Acceptable Standard	<ul style="list-style-type: none"> - Meets required standard - Few Weaknesses - Some management support required
2-3	Minor Concerns Below Standard	<ul style="list-style-type: none"> - Usually meets but sometimes fails to meet the required standard - Some weaknesses - Considerable management support needed
0-1	Major Concerns Failure	<ul style="list-style-type: none"> - Cannot meet required standard without excessive management support - Many Weaknesses

Financials	<ul style="list-style-type: none"> - Price Stability (Contract Review and Variations) - Cost Reduction Initiatives - Invoice Accuracy
Customer	<ul style="list-style-type: none"> - Goods and Services are fit for purpose (Meeting Minimum Performance Levels) - Meeting relevant standards and legislation - Complaints volume and resolution - Delivery timescales against milestones and objectives
Internal Business Processes	<ul style="list-style-type: none"> - Contract Management Information - Communications - Corporate Social Responsibilities

Service Level Performance Criterion per Customer	Key Indicator	Service Level Performance Measure per Customer	Service Credit
Availability	The system shall have full operational availability in excess of 99.99% Measured 24x7.	99.99%	This will be reviewed annually and the amount payable by the Authority shall be reduced by the amount of any additional staffing costs as required at times of non-availability if this standard is not met.
Quality - Goods and Services	<p>The Quality of the Goods and Services shall be in conformance to the requirement specification as published.</p> <p>Goods and Services provided to be:</p> <ul style="list-style-type: none"> • Fit for purpose • meet User Requirements, Specification and tender submission including Standards/Legislation 	100%	Any service level or key performance indicator (either the same KPI/SLA or separate KPI/SLA) missed on three (3) months in a 6 month period for the Authority means the Authority has the right to terminate the contract.
Delivery	Delivery of the Goods and Services shall be in conformance to the published Implementation Plan	100%	
Repair	<p>To respond to and resolve any warranty repairs and any other defects within agreed timescales</p> <p>This information should be provided in excel format on the [first working day of each month for the lifetime of the contract]</p>	97%	
Implementation	The Installation of Goods and Services shall be in conformance to the requirement specification as published.	100%	
	<p>To resolve issues/snags within agreed timescales</p> <p>This information should be provided in excel format on the [first working day of each month for the lifetime of the contract]</p>	100%	
Account Management	<p>The Contractor must provide all contact details of First and Seconds persons responsible for the management of the contract for its duration within [10 Working days of contract commencement date].</p> <p>Contact to be available during working hours (08:30 to 16:30) Monday to Friday except Public Holidays</p>	100%	
	Changes to contact details of persons responsible for the management of the contract during	97%	

	its lifetime must be communicated [10] Calendar Days in advance of the change taking effect.		
	The Supplier shall highlight any instances of any failed SLA requirement in the monthly reporting information regardless of how many instances.	100%	
	To provide after sales/ technical support within the timescales – see required restoration and resolution timescales.	100%	
	To provide management information as required in a timely manner, which shall be one week before a scheduled performance meeting or within two weeks of a request for information.	100%	
Software Changes	Changes of components and software during the lifetime of the agreement will be jointly agreed by the Contractor and the Authorities. Where any changes are required, notice must be given to the Authorities at least ninety eight (98) Calendar Days in advance of the change taking effect. Where there will be a change in this will be subject to the Customer's Acceptance Test process.	100%	

Appendix C –Tender Questionnaire

1. INTRODUCTION

- 1.1 Appendix C sets out the questions that will be evaluated as part of this process and any reference that may be taken by the Authority on the tender presentations and interviews.
- 1.2 The following information has been provided in relation to each question (where applicable):
 - 1.2.1 Weighting – highlights the relative importance of the question;
 - 1.2.2 Guidance – sets out information for the Contractor to consider when preparing a response; and
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

- 2.1 Contractors **must** provide a response to every question in the blue shaded boxes. All responses must be in Arial Font, size 11.
- 2.2 You are advised to respond to all questions as accurately and concisely as possible. Failure to do so may result in the rejection of your application. Your responses must be in the same format and order as the questions.
- 2.3 You must not include as part of your response marketing or promotional publications or any similar type of publications.
- 2.4 Where a question is not relevant to the respondent’s organisation this should be indicated with an explanation.
- 2.5 Non-UK organisations should attempt to answer each of the questions in the questionnaire substituting where relevant the appropriate legislation, codes of practice etc. which are applicable within their own domestic jurisdiction.
- 2.6 Contractors **must not** alter / amend the document in any way.
- 2.7 Contractors **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Specification.
- 2.8 Responses and supporting documentation should be clearly marked with the question number(s) to which the information is applicable and cross-referenced in the response(s).

3. RESPONSE TEMPLATE

3	COMPANY INFORMATION	Information Only
3.1	Please state your full company name	Click or tap here to enter text.

4	COMPANY INFORMATION	Information Only
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4.1	Please state the contacts name and role	Click or tap here to enter text.
4.2	Please state the contacts telephone number	Click or tap here to enter text.
4.3	Please state the contact e-mail address	Click or tap here to enter text.

3	Delivery	For Information Only
<p>Deliveries shall be as directed and agreed by individual Contracting Authority, to the delivery address(s) detailed in the Official Purchase Order.</p> <p>The Contracting Authorities will provide the Contractor reasonable notice for delivery, in line with the Contractors stated lead times.</p> <p>Delivery addresses for Goods are anticipated to be as follows:</p>		
3.1	Hereford & Worcester Fire and Rescue Service (The Authority) consists of, in addition to its headquarters (SHQ), Hindlip Park Hindlip Worcester WR3 8SP	
3.2	Shropshire Fire and Rescue Authority will be made to: Telford Central Fire Station Stafford Park 1 TF3 3BW	
3.3	Cleveland Fire Brigade Endeavour House, Stockton Road, Hartlepool, TS25 5TB	
3.4	County Durham and Darlington Fire Service Belmont Business Park Durham, DH1 1TW	

4	PASS/FAIL QUESTIONS	Pass/Fail	
<p>Please Note: The following questions is a Pass / Fail question, therefore if a Contractor cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Contractor should confirm by deleting the inappropriate answer.</p>			
4.1	Are you compliant to the specification	Yes <input type="checkbox"/>	No <input type="checkbox"/>

4.2	<p>Please can you provide evidence of the following Policies:</p> <ul style="list-style-type: none"> • Equality Policy • Anti Slavery and Human Trafficking Statement • Business Continuity and Disaster Recovery Plans and testing regime (including cyber attacks). • Health and Safety Policy • Validity of Standard Certification/Relevant Accreditation – as requested in the ICT Department Questionnaire. • Risk Assessment and work method statements for the delivery of the Goods/Services • Details of Sub-Contractors (if applicable) • Quality Assurance Policy ISO 9001 • Environmental Policy and accreditations e.g ISO 14001 • Relevant documents and instructions/ that meets the Specification • You are required to complete and return a copy of the ICT questionnaire Appendix I. <p>Please attached proof of these with your response</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3	<p>The Customer reserves the right to reject any submissions where prices are deemed unsustainable. Please confirm your acceptance.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4	<p>Do you or any entity within your supply chain have any links to or involvement with persons or entities in Russia or Belarus, whether this is directly linked to the provision of the Goods and Services under this Competition or otherwise.</p> <p>If so, please confirm: (1) the nature of such interest or involvement - please note the Authorities reserve the right to obtain any further information from the Bidder in this respect; and (2) whether you or the relevant entity in your supply chain is in compliance with applicable Russia and Belarus sanctions regimes implemented by the UK and other international governments.</p> <p>Bidders that confirm links to Russia or Belarus and are found not to apply the relevant UK Sanctions will score a fail for this section and excluded from the Competition.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

4.5	<p>The data protection regime in the UK comprises of the EU General Data Protection Regulations as transposed into UK national law by operation of section 3 of the European Union (Withdrawal) Act 2018 and as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019 ("UK GDPR"), together with the Data Protection Act 2018 ("DPA 2018"), the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019. In summary, the data protection regime sets out the key principles, rights and obligations for most processing of personal data in the UK. Further information can be found via the following link:https://ico.org.uk/for-organisations/guide-to-data-protection/introduction-to-dpa-2018/</p> <p>In light of the above legislation, please self-certify below that your organisation can meet the following requirements:</p> <ol style="list-style-type: none"> 1. Please confirm that your organisation can comply with the applicable data protection legislation. 2. Please confirm if your organisation has security processes in place to assist with the storing/ handling of personal data including ICT system security and security measures for hard copies if kept. 3. Please confirm that your organisation has a process in place for returning/ removing all personal data at the end of a contract. 4. Please confirm that your organisation would be able to assist the Authorities if a data breach is identified. <p>Contractors who self-certify that they meet the above 4 requirements will be required to provide evidence of this if they are successful, at contract award stage.</p> <p>Contractors that do not confirm they can meet all the above requirements will be scored a fail and excluded from the Competition.</p>	<p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
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5	Qualitative Questions	Weighting 50%
Guidance:		
<p>For each of the following questions please supply a full comprehensive reply.</p> <p>Do not include any reference to the name of your organisation within your enclosure or supporting documentation, except for in sections 3 and 4 of the response template.</p>		

Responses and supporting documentation should be clearly marked with the question number(s) to which the information is applicable and cross-referenced in the response(s) to the questionnaire.

Any case studies and examples used in evidence should relate to service provision undertaken within the previous 12 months.

Question:

Marking Scheme:

This area will be scored out of a weighting of 50%. It will be broken into and scored against the following areas:

- 5.1 Partnership Working
- 5.2 Emergency Call Handling
- 5.3 Location and Address Matching
- 5.4 Pre-Determined Attendance
- 5.5 Mobilising
- 5.6 Incident Record
- 5.7 User Functionality
- 5.8 GIS
- 5.9 Interfaces
- 5.10 Telephone Functionality
- 5.11 Radio Functionality
- 5.12 Recording and Playback
- 5.13 System Requirements
- 5.14 Business Continuity and Disaster Recovery
- 5.15 Implementation and Project Management
- 5.16 Support and Maintenance
- 5.17 Future Development
- 5.18 Incident Reporting
- 5.19 Gazetteer Management System
- 5.20 Design

Each section will be scored using the marking scheme stated below and will be given a score from 0-5.

Suppliers who score 0, 1 or 2 points for any section of the specifications or fail a pass/fail element will be excluded.

Scores 3 – 5 for each section will be added together and total points converted to a percentage.

For example, each section could achieve a maximum score of 5 which would be multiplied by the weightings shown so maximum points achieved could be 500. A score of 500 would achieve 50%.

Worked example below

	Supplier score out of 0-5	Weighting	Points scored	Maximum points available
Partnership Working	5	15%	75	75
Emergency Call Handling	4	2%	8	10
Location & Address Matching	4	2%	8	10
Pre-Determined Attendance	3	4%	9	15
Mobilising	5	4%	20	20
Incident Record	2	3%	6	15

User Functionality	1	3%	3	15
GIS	4	4%	16	20
Interfaces	3	2%	6	10
Telephone Functionality	2	3%	6	15
Radio Functionality	2	4%	8	20
Recording and Playback	1	3%	3	15
System Requirements	5	5%	25	25
Business Continuity and Disaster Recovery	4	5%	20	25
Implementation and Project Management	4	4%	16	20
Support and Maintenance	3	4%	12	20
Optional and Future Services	2	2%	40	100
Incident Reporting	2	5%	10	25
Gazetteer Management System	4	5%	20	25
Design	4	4%	16	20
Total		100%	327	500

A supplier scoring 327 would achieve a % score of 32.7% (327/500*50)

The following marking scheme will be used to assess the response provided to this question:

0	Question not answered / response is unsatisfactory. Insufficient evidence to support the response to allow the Authority to evaluate.
1	Poor response - only attempted to answer requirement, with major deficiencies. Insufficient evidence to support the response.
2	Poor response only partially satisfies requirement, with deficiencies apparent. Fall short of minimum expectations. Insufficient evidence to demonstrate that the Specification can be met.
3	Response meets minimum requirements but remains basic and could have been expanded upon. Response is sufficient but does not inspire. Basic evidence to demonstrate that the Specification can be met.
4	Response satisfies requirement and includes a good level of detail. Some good evidence provided to demonstrate that the Specification can be met.
5	Comprehensive and useful response which is innovative and fully meets expectations, including a full description of techniques and measurements employed. Excellent evidence provided to demonstrate that the Specification will be met.

6	After Sale Questions	Weighting 35%
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Guidance:

For each of the following questions please supply a full comprehensive reply.

Do not include any reference to the name of your organisation within your enclosure or supporting documentation, except for in sections 3 and 4 of the response template.

Responses and supporting documentation should be clearly marked with the question number(s) to which the information is applicable and cross-referenced in the response(s) to the questionnaire.

Any case studies and examples used in evidence should relate to service provision undertaken within the previous 12 months.

Question:

6.1 Service Delivery

Please demonstrate your methodology and approach to service delivery in accordance with the specification of requirements:

Your response must include:

- Please describe the process for pre-populating the new system with information from the Ordinance Survey AddressBase Premium (ABP) data
- If your system has any unique or innovative selling points or additional functionality?
- Describe how your solution will optimise costs, achieve efficiencies and generate savings during the term of the contract (should you be awarded)
- Identify key risks associated with the Contract and how they will be mitigated;
- Quality Assurance
- Data Protection' GDPR/Compliance Security
- An overview of the policies, processes and systems (including encryption inherent in any electronic systems) that your organisation deploys to ensure compliance with the UK GDPR 2018 and Data Protection Act 2018
- Demonstrate that capacity and quality will exist at all times and how this will be managed;
- What contingency plans are in place for the life of the Contract;
- Where the service will be managed from and details of locations;
- State how confidentiality will be maintained where required;
- How sub-contractors (if applicable) will be managed.
- Terms and Conditions of the Contract
- Experience of delivery of the system offered to the Emergency Sector or similar
- Social Value

Response to question 6.1 has no word limit. (Scored on a scale of 0-5)

This question is worth a maximum score of 45%.

The Contractor should describe how they will meet these requirements and provide copies of any supporting document.

If this information is included in a separate ANNEX then a cross reference should be included in the Potential Provider's response and the ANNEX reference on the ANNEX itself.

Response

[Click or tap here to enter text.](#)

6.2 Contract Management and Performance

How will you manage and monitor the performance of your organisation in respect of the key performance indicators and service delivery response times? Expect the following areas to be covered as a minimum

- Please explain how contract review meetings would be managed and how often they would take place
- Key lines of communication between Contractor and customer,
- How the implementation of any technical refresh programmes throughout the life of the Contract would be managed.

- Provide details of your complaints procedure, providing details of how customers raise complaints, electronic systems used to capture complaints, procedures, timescales, communications, key personnel, resolution & escalation.
- Your answer should include an explanation how contract performance will be monitored and reported on a quarterly basis to customers. Please provide an example of a KPI report for a similar contract and what would be included. Please confirm how this information will be presented, for example, monthly or quarterly reports, if there be an online portal available to access the information.

Response to question 6.2 has no word limit. (Scored on a scale of 0-5)

This question is worth a maximum score of 35%.

The Contractor should describe how they will meet this requirement

Response

[Click or tap here to enter text.](#)

6.3 Documents

Please provide details of documentation/reports which will be supplied on Award/delivery of Contract

Response to question 6.3 has no word limit. (Scored on a scale of 0-5)

This question is worth a maximum score of 10%.

The Contractor should describe how they will meet these requirements and provide copies of any supporting document.

If this information is included in a separate ANNEX then a cross reference should be included in the Potential Provider's response and the ANNEX reference on the ANNEX itself.

Response

[Click or tap here to enter text.](#)

6.4 Innovation

With the Authorities desire to be consistently improving and leading on new Innovation and Sustainability applications, please evidence the ability to be innovative in order to shape and test the market

Response to question 6.4 has a 2,000-word limit. (Scored on a scale of 0-5)

This question is worth a maximum score of 10%.

The Contractor should describe how they will meet this requirement

Response

[Click or tap here to enter text.](#)

Marking Scheme:

This area will be scored out of a weighting of 35%. It will be broken into and scored against the following areas:

6.1 Service Delivery

6.2 Contract Management and Performance

6.3 Documents

6.4 Innovation

Each section will be scored using the marking scheme stated below and will be given a score from 0-5.

Suppliers who score 0, 1 or 2 points for any section of the specifications or fail a pass/fail element will be excluded.

Scores 3 – 5 for each section will be added together and total points converted to a percentage. For example, each section could achieve a maximum score of 5 which would be multiplied by the weightings shown so maximum points achieved could be 500. A score of 500 would achieve 35%. Worked example below

	Supplier score out of 0-5	Weighting	Points scored	Maximum points available
Service Delivery	5	45%	225	225
Contract Management and Performance	3	35%	105	175
Documents	4	10%	40	50
Innovations	3	10%	30	50
Total		100%	410	500

A supplier scoring 410 would achieve a % score of 28.70% ($410/500 \times 35$)

The following marking scheme will be used to assess the response provided to this question:

0	Question not answered / response is unsatisfactory. Insufficient evidence to support the response to allow the Authority to evaluate.
1	Poor response - only attempted to answer requirement, with major deficiencies. Insufficient evidence to support the response.
2	Poor response only partially satisfies requirement, with deficiencies apparent. Fall short of minimum expectations. Insufficient evidence to demonstrate that the Specification can be met.
3	Response meets minimum requirements but remains basic and could have been expanded upon. Response is sufficient but does not inspire. Basic evidence to demonstrate that the Specification can be met.
4	Response satisfies requirement and includes a good level of detail. Some good evidence provided to demonstrate that the Specification can be met.
5	Comprehensive and useful response which is innovative and fully meets expectations, including a full description of techniques and measurements employed. Excellent evidence provided to demonstrate that the Specification will be met.

7	PRICE	Weighting 15%
Guidance:		
All prices shall be in GBP and exclusive of VAT.		
Question:		
7.1 Please complete Appendix G Pricing Matrix		
Marking Scheme:		

The score for this section is calculated based on the lowest cost scoring 100 % of the available marks and all other Contractors scores being calculated by comparing a Contractors actual cost vs the lowest cost. The following formula will apply:

Score = Lowest cost / actual cost x 100

For example if the lowest cost of all bids is £100,000 and another Contractors bid is £120,000 then the score would be calculated as follows; $\frac{£100,000}{£120,000} = 0.83$. $0.83 \times 100 = 83.3$. Therefore the final cost score for this Contractor would be 83.3%. It is important to note that in most circumstances a detailed cost analysis will need to be completed prior to completion of this section.

For commercial sensitivity reasons the Authority will be unable to share other Contractors/successful contractors pricing within any debrief. Only the percentage will be provided.

8	Presentation/Demonstration	Included in Section 5 Scoring
Guidance:		
<p>This session will consist of a supplier demonstration, up to a maximum of 2 hours, followed by a question and answer session, up to a maximum of 2 hours in total. (4 hours in total)</p> <p>A laptop, large screen and projector are available if required.</p> <p>Please also confirm the names of the people who will be attending from your organisation.</p> <p>Presentations can be emailed in advance to procurement@hwfire.org.uk The location for the presentations will be held at: Hereford and Worcester Fire and Rescue Service, Hindlip Hall, Worcester WR3 8TS</p>		
Question:		
<p>8.1 Within your presentation, please cover the areas set out within Appendix B- the Specification, as well as any general information that you deem important.</p> <p>Topics should include, but not be limited to:</p> <ul style="list-style-type: none"> • A technical overview of the proposed solution – design and resilience • A demonstration of the operator process for call handling and mobilising from receipt of call on the CAD through to closure of the incident to include CRO prompts, message handling including a make-up message, filtering and sorting information. • A demonstration of the operator process for call receipt and radio use on the ICCS <p>The Authorities will use their evaluation of the presentations to clarify their understanding of the responses to the requirements, and re-visit the responses to re-score them if this is considered appropriate. Scores may be either increased or decreased accordingly.</p>		
The following marking scheme will be used to assess the response provided to this question:		
0	Question not answered / response is unsatisfactory. Insufficient evidence to support the response to allow the Authority to evaluate.	
1	Poor response - only attempted to answer requirement, with major deficiencies. Insufficient evidence to support the response.	
2	Poor response only partially satisfies requirement, with deficiencies apparent. Fall short of minimum expectations. Insufficient evidence to demonstrate that the Specification can be met.	
3	Response meets minimum requirements but remains basic and could have been expanded upon. Response is sufficient but does not inspire. Basic evidence to demonstrate that the Specification can be met.	

4	Response satisfies requirement and includes a good level of detail. Some good evidence provided to demonstrate that the Specification can be met.
5	Comprehensive and useful response which is innovative and fully meets expectations, including a full description of techniques and measurements employed. Excellent evidence provided to demonstrate that the Specification will be met.

Appendix D – Form of Tender

Tender Reference HWFRS/139 Tender for Command and Control and Communications System

To Hereford & Worcester Fire Authority

I/We, the undersigned, hereby tender and offer to perform, provide, execute and complete all the services, described and referred to in the Conditions of Contract, Specification, Schedules hereto annexed and issued for this Tender and which under the terms thereof is to be performed, provided, executed and completed by the Contractor and to perform and observe the provisions and agreements on the part of the Contractor contained in or reasonably to be inferred from the Conditions of Contract, Specification, and Pricing Schedules.

I/We further declare that I/we have read and understood the tender documents.

I/We hereby undertake, in the event of your acceptance of this Tender and if required, to execute the Agreement within an agreed period from receipt of the Letter of Acceptance and if required to furnish a satisfactory Performance Bond or Parent Company Guarantee in such amount as you may require and to obtain such insurance as is stipulated in the general Conditions of Contract.

I/We understand that you reserve to yourself the right to accept or refuse this Tender whether it is lower, the same or higher than any other tender, or for any other reason.

I/We certify that it shall be a condition of any Contract, that this is a bona fide Tender, and that the amount of my/our Tender has not been calculated, fixed or adjusted by agreement or arrangement with any person other than authorised officers of the Authority and that the amount or approximate amount of my/our Tender has not been communicated to any person other than authorised officers of the Authority and will not be communicated to any person before formal tender acceptance

I/We agree that this Tender shall remain open for acceptance by you and will not be withdrawn by us for a period of 6 months from the closing date for submission of tenders.

I/We understand that the Authority is not bound to accept in whole or part the lowest, or indeed any, tender it may receive.

Date Day Month Year

As Witness My (or Our) hand(s), this Day of

The undersigned is empowered to sign this Tender on our behalf.

Signature: Print Name:

For and on behalf of:
[Contractor]

Address:

Telephone:

Email address:

Parent Company:

Address:

Appendix E – Anti-Collusion Bidding Certificate

Anti Collusion Bidding Certificate

We certify that:

- (i) this tender is a bona-fide tender;
- (ii) we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person;
- (iii) we have not and we undertake that we will not before the aware of any contract for the services:-
 - (a) communicate to any person other than the person calling for this tender or a person duly authorised by him in that behalf the amount or approximate amount of the tender or proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender
 - (b) enter into any agreement or arrangement with any person that he shall refrain from tendering, that he will withdraw any tender once offered or vary the amount of any tender to be submitted;
 - (c) pay, give or offer to pay or give any sum of money, inducement or other valuable consideration directly or indirectly to any person for doing of having done or causing or having caused to be done in relation to any other tender or proposed tender for the Services, any act or thing of the sort described at (a) and (b) above.

In this certificate, the word "individuals" include any individuals and any body or association, corporate or unincorporated; "any agreement or arrangement" includes any transaction, formal or informal and whether legally binding or not; and "the Services" means the Service in relation to which this tender is made.

	Day	Month	Year
As Witness My (or Our) hand(s), this	Day of		

The undersigned is empowered to sign this Tender on our behalf.

Signature: Print Name:

For and on behalf of:
[Contractor]

Address:

Parent Company:

Address:

Appendix F – Document Checklist

Please complete the checklist below to ensure that you have submitted all relevant supporting information required in the Tender Application. Failure to submit any relevant supporting information may result in your Tender being disqualified as non compliant with the Tender requirements and not considered.

Brief details of document	Question	Enclosed	Not Enclosed	Not Applicable
Potential Contractor Information on Bluelight Portal	1-8			
Tender Questionnaire	Appendix C			
Form of Tender	Appendix D			
Anti-Collusion Bidding Certificate	Appendix E			
Pricing Schedule	Appendix G			
Contact Details	Appendix H			
Additional Supporting Documents	Please State:			