

Command and Control and Communications System (C&C)



Subject: Procurement Report

Date: 3rd July 2023

Reference: HWFRS/139

1. Background

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

[ICT Plan 2021-2025.](#)

The Authority must keep pace with modern, user-oriented models of operating in order to address changes in the expectations of our workforce and providing our communities with sustainable, high quality firefighting, rescue and preventative services.

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

In 2021-22 our Fire Control service dealt with over 16,000 calls and we attended over 7,400 incidents, including property and countryside fires, road traffic collisions, water rescues, collapsed structures, hazardous materials and animal rescues (an average of about 142 incidents every week).

A new Command and Control System will allow the sharing of resources during busy periods or a major incident, helping to enhance service levels while improving public and firefighter safety.

The Authority is seeking to jointly procure a Command and Control and Communications System for HWFRS and Shropshire Fire and Rescue Service, Cleveland Fire Authority and Durham and Darlington Fire Authority. The single system technology will provide enhanced control centre functionality, greater resilience and reduced costs. The Partnership was established to provide a collaborative approach to the future provision of fire control services regardless of geographical boundaries.

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

2. Service Review

The Authority consists of, in addition to its headquarters (SHQ), 27 fire stations strategically located across the two counties. Nineteen of these stations are Retained and predominantly located in Hereford. The remaining 8 stations consist of 3 day crewed and 5 whole time. It

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

Based on the deliverables the Area Commander of Protection for ESMCP and Fire Control Projects, Head of ICT reviewed and agreed based on the Authorities operational requirements a user specification inline with current legislation. The review also takes account of its strategic aims over the next three years, the plan will look to increase productivity through flexible and accessible systems, whilst delivering continued cost savings

Further engagement/consultation has also taken place via a multi functional working group consisting of all collaborative partner, Service Delivery, Operational Policy, Risk Information Mapping and Data Manager, Fleet Manager, and Equipment Manager on their operational requirements.

As part of the review and finalising of the process the following documents were agreed between the Area Commander of Protection for ESMCP and Fire Control Projects and Head of ICT based on the Authorities operational requirements a user specification in line with current legislation.

Finalising of Tender Documents

1. Invitation to Tender, Evaluation Criteria, Specification, Questionnaire **Appendix 1**
2. Pricing Schedule **Appendix 2**

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

- **Price (15%)**
- **Quality; compliance with the specification (50%)**
- **Aftersales (35%)**
 - **Service Delivery 45%**
 - **Contract Management and Performance 35%**
 - **Documents 10%**
 - **Innovation 10%**

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. Procurement

The Tender for the provision of a Command and Control and Communications System was advertised on 19th January 2023, with a closing date for applications on 16th March 2023, this was extended until 24th March following a clarification for an extension.

This was undertaken as an open tender and published on the BlueLight Portal eu-supply.com

4. Evaluation Stage

Evaluation Stages

- Stage 1- Evaluated Price (15%)
- Stage 2- Quality; compliance with the specification (50%)

- Stage 3- Aftersales (35%)
 - Service Delivery 45%
 - Contract Management and Performance 35%
 - Documents 10%
 - Innovation 10%
- Stage 4- HWFRS requested further clarification/amplification

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

Award Criteria	Weightings
Price	15%
Quality	50%
Aftersales	35%
TOTAL	100%

Bids were received from the following two suppliers

1. Motorola Solutions UK Ltd
2. SSS Public Safety Ltd

Stage 1- Price (10%)

A full cost evaluation was carried out on all of the suppliers returned pricing schedules based on the contract period (3 years).

The price evaluation was conducted using the fixed 3-year costs for all 3 Lots (including the MDT software costs for Lot 1), then adding 3% each year to the annual cost quoted for year 3, to provide an estimate of the costs for years 4-7 allowing for annual increases in line with CPI.

Stage 2- Quality; compliance with the specification (50%)

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 1**) with the evaluation panel consisting of Area Commander of Protection for ESMCP and Fire Control Projects, Head of ICT and representatives from each of the collaborating FRSS, agreeing, through consensus, an overall score for each question.

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.

Stage 3-Aftersales (35%)

Each supplier confirmed and supplied supporting documentation/evidence as part of their tender submission in relation to these requirements as set out in the specification. The evaluation panel agreeing, through consensus, an overall score for each question.

Stage 4-Amplification/Clarification

Amplification and Clarifications questions were requested from the two suppliers, to further clarify responses within their tender submissions.

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

Criteria	Area	TOTAL SCORE AVAILABLE	SSS Public Safety Ltd	Successful Supplier Motorola
1	Mandatory Questions	Pass / Fail	Pass	Pass
2	Quality; compliance with the specification	50%	35%	36.5%
3	Aftersales	35%	27.30%	28%
4	Price	15%	10.56%	15%
Total		100%	72.86%	79.50%

5. Recommended Decision

Motorola UK Solution Ltd are appointed for the provision of Command and Control and Communications System.

The total contract value £7,454,128.99

Year 1 £4,716,645.87

Year 2 £1,365,241.56

Year 3 £1,372,241.56



The price evaluation was conducted using the fixed 3-year costs for all 3 Lots (including the MDT software costs for Lot 1), then adding 3% each year to the annual cost quoted for year 3, to provide an estimate of the costs for years 4-7 allowing for annual increases in line with CPI.

Collaborative purchase with Shropshire, Cleveland and Durham and Darlington has resulted resilience and interoperability through Joint Working.

The benefits of increased efficiencies through the deployment of a secure, shared infrastructure for telephony, airwave radio and data centres. In addition, combined training for the region's call operators will result in standardised working practices and a wide support network of knowledge, skills and experience

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

[Motorola](#)

Appendix 1- Instructions To Tender	 Instructions To Tender CCv4.8 Final.
Appendix 2- Pricing Schedule	 Appendix G Pricing Schedule C&C v1.xls