

# Mobile Data Software



**Subject:** Procurement Report  
**Date:** 10<sup>th</sup> April 2024  
**Reference:** HWFRS/184

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## 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).

The Authority have recently entered into contract to deliver a new ICCS (Integrated Communications Control System) and Computer Aided Despatch system (CAD). The ICCS system is CRS provided by Motorola and the CAD system that the mobile data solution will need to integrate with is Guardian Command (a 3tc product). The current estimated go-live for the new system is June 2025.

The authority also wishes to update the software on the mobile data terminals in each fire appliance and replace its existing incident command software in order to take advantage of the additional functionality that the new cad system can offer and provide a fully integrated and end to end system., the existing contract for the supply of incident command software was due to expire 31/3/24.

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 (20%)**
- **Quality; (70%)**
- **Sustainability (10%)**

The contract will be run as a further competition under YPO 001218 Critical Incident Management Lot 1 Framework Agreement.

The Call Off Contract will be for a period of seven (7) years (5+1+1) with the Contractor.

### **3. Procurement**

The Tender for the provision of a Mobile Data Software was advertised on 11<sup>th</sup> March 2024, with a closing date for applications on 22<sup>nd</sup> March 2024.

This was undertaken as an further competition carried out by YPO.

### **4. Evaluation Stage**

#### Evaluation Stages

- Stage 1- Evaluated Price (20%)
- Stage 2- Quality (70%)
- Stage 3- Sustainability (10%)

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

Award Criteria	Weightings
Price	20%

Quality	<b>70%</b>
Sustainability	<b>10%</b>
<b>TOTAL</b>	<b>100%</b>

Bids were received from the following supplier

1. 3tc Software Ltd

#### **Stage 1- Price (20%)**

A full cost evaluation was carried out on all of the suppliers returned pricing schedules based on the contract period (5 years).

#### **Stage 2- Quality (70%)**

The suppliers tender submission was 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 and Head of ICT agreeing, through consensus, an overall score for each question.

#### **Stage 3-Sustainability (10%)**

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.

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

<b>Criteria</b>	<b>Area</b>	<b>TOTAL SCORE AVAILABLE</b>	<b>Successful Supplier 3tc Software Ltd</b>
1	Mandatory Questions	Pass / Fail	Pass
2	Quality; compliance with the specification	70%	55.44%
3	Sustainability	10%	8%
4	Price	20%	20%
<b>Total</b>		<b>100%</b>	<b>83.44%</b>



#### **5. Recommended Decision**

3tc Software Ltd are appointed for the provision of Mobile Data Software.

The total contract value £579,004.82

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

[3tc Software Ltd](#)

<b>Appendix 1-</b> Instructions To Tender	 Customer Further Competition MDT v1
<b>Appendix 2-</b> Pricing Schedule	 Appendix A Pricing Schedule MDT.xlsx