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# Introduction

Local Fire and Rescue Services (FRS) have been using wide area paging over the last few decades as a means of primarily contacting or mobilising officers and some crews. There have been two main providers – Vodafone Paging and PageOne. These are currently the only two traditional national paging suppliers in the UK with any market share.

As of Q2 2017, Vodafone announced that they were looking to sell their paging business to PageOne, which was subsequently rejected by the Competition and Markets Authority. Following this all customers were given notice that Vodafone were to close their paging business completely by November 2017 (6 months’ notice). Following feedback, a later & final date of March 2018 has been announced.

Immediately after the announcement, the three Thames Valley Fire & Rescue Services (BFRS, OFRS & RBFRS) met to discuss options for the way forward as well as investigating the most obvious solution of transferring our paging requirements like for like to PageOne.

The decision was taken that given the cessation of Vodafone’s service this was the opportune time to assess our needs and seek a different solution that would meet our requirements both now and into the future.

There is an urgent need for BFRS, OFRS & RBFRS to identify a suitable replacement within a limited timescale due to all Officers, On Call & Day Crewing personnel currently being alerted via Vodafone wide area pagers.

The decision has therefore been taken to move to an app based mobilising system.

# Statement of Works

Provide a tender proposal to complete the following:

* Provision of a pager replacement solution
* Create / provide incoming and outgoing interfaces as listed
* Configuration of any other functionality required to use the product
* Any training required
* Any ongoing costs

Where anything in this document requires customisations in your application this should be identified so a cost benefit analysis can be completed.

# Tender Weightings

Please see ITT Document

# Evaluation Questions

Please see ITT Document

# Timeline for implementation and go live of new system

Please note the below dates could be subject to change.

|  |  |
| --- | --- |
| Date | Activity  |
| 8th September 2017 | Tender Advertised  |
| 9th October 2017 | Receipt of Final Bids Deadline |
| 10th October 2017 | Evaluations of Bids |
| 16th October 2017 | Supplier Presentations |
| 30th October 2017 | Provisional Contract Award  |
| By end of November 2017 | Implementation/Configuration  |
| December 2017 | Proof of concept trials |
| January 2018 | Go live (running alongside existing paging solution) |
| 31st March 2018 | Switch off of Vodafone Paging |

# Weighting and Scoring

Throughout this document each section is categorised as detailed in the following table. Suppliers should take note of the following information:

| **Grade** | **Meaning** |
| --- | --- |
| **Information****(I)** | Provided to assist the Supplier with the preparation of their response or information considered important to the Suppliers understanding of the BMKFA requirements. |
| **Useful****(U)** | Additional areas of functionality that, whilst not required at this time, may prove useful to BMKFA. |
| **Desirable****(D)** | Requirements which are not critical to the proposal, but which would improve the proposal. These elements could require development work and customisation to the system. |
| **Essential****(E)** **Mandatory Pass/Fail** | Requirements which are necessary in order to provide a suitable solution in order to meet BMKFA needs.  **Mandatory requirement:** only tenderers that meet the “Essential” Pass/Fail requirements in this document will have the rest of the document evaluated, price and quality questions scored. |

#

# 1.0 -Technical Requirements

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 1.1 | The solution must be fully resilient and be able to be operated from both Primary and Secondary Control locations | E |  |  |  |  |  |
| 1.2 | Applications for mobile devices will be regularly and automatically updated as required | E |  |  |  |  |  |
| 1.3 | Mobile applications must be available on both Android and Apple iOS platforms | E |  |  |  |  |  |
| 1.4 | Applications for mobile devices must be compatible with legacy and new versions of Android and Apple iOS operating systems, in line with Android and Apple guidelines for operating systems no longer under long-term support | E |  |  |  |  |  |
| 1.5 | Applications for mobile devices should be available either through the associated App Store or provisions be made for deploying them to devices either via existing Mobile Device Management solutions or an enterprise solution. | E |  |  |  |  |  |
| 1.6 | There must be the ability to utilise other methods of communication (e.g. SMS) in the event of a device not having WiFi or mobile data reception | E |  |  |  |  |  |

# 2.0 - Security

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 2.1 | All communication between the client and server will be secure | E |  |  |  |  |  |
| 2.2 | If the solution is cloud based then adequate steps need to be taken to ensure that data is secure while on any server but also in transit across the internet | E |  |  |  |  |  |
| 2.3 | Application account creation and maintenance is expected to be a systems administration function that can be completed by BMKFA | E |  |  |  |  |  |
| 2.4 | In the event of a device becoming lost or stolen, it must be possible to remotely deactivate or lock the user session or the app itself | E |  |  |  |  |  |

# 3.0 - Integration

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 3.1 | The solution must be able to fully integrate with Capita Vision and not require any additional steps to be taken by Control Room Operators when mobilising appliances or officers | E |  |  |  |  |  |
| 3.2 | The solution should be able to integrate with Resource Management Systems (RMS)  | U |  |  |  |  |  |
| 3.3 | There should be the possibility of sending acknowledgement messages from users directly back into Capita Vision | U |  |  |  |  |  |

# 4.0 - Application Requirements

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 4.1 | Installation and configuration of the mobile device application needs to be as minimal as possible  | E |  |  |  |  |  |
| 4.2 | The application must provide different audible alerts for different types of call *(Fire/Stand Down/Insufficient Crew/Test)* | E |  |  |  |  |  |
| 4.3 | The application must provide a visual alert on activation | E |  |  |  |  |  |
| 4.4 | It must be possible to switch between an audible alert and a vibrate only function, whilst retaining all other features of the application | E |  |  |  |  |  |
| 4.5 | The application must retain a history of messages sent to the device, with a date/timestamp shown | E |  |  |  |  |  |
| 4.6 | It must be possible to acknowledge the incoming message which then silences the alert | E |  |  |  |  |  |
| 4.7 | It must be possible to provide different levels of information on the incoming alert, based on the role/profile of a user | E |  |  |  |  |  |
| 4.8 | The application must launch itself in the background when a device is restarted or following a power off and remain running in the background | E |  |  |  |  |  |
| 4.9 | Where the device operating system allows, the application should break the lock screen and allow users to acknowledge the alert | E |  |  |  |  |  |
| 4.10 | Read receipts and acknowledgement messages should be stored with a date/timestamp for audit purposes | E |  |  |  |  |  |
| 4.11 | It should be possible to display who has read and acknowledged a message on a station specific webpage to allow for crews to see who is attending | D |  |  |  |  |  |
| 4.12 | The user interface of the mobile device application must be user friendly and simple.Consideration should be taken to develop a user interface that users will be able to easily use/navigate at night and after being woken | E |  |  |  |  |  |
| 4.13 | In some cases, it may be required for BMKFA to supply devices to individuals to use solely for paging/alerting purposes | I |  |  |  |  |  |
| 4.14 | Therefore it must be possible to run the application in kiosk mode on a small number of Android devices | D |  |  |  |  |  |

# 5.0 - System Administration

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 5.1 | To support flexible crewing arrangements, it should be possible to easily move individuals from their home station and into another callsign on a temporary basis | D |  |  |  |  |  |

# 6.0 – Users of the System

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 6.0 | BMKFA reserves the right to add or remove users throughout the contract period | I |  |  |  |  |  |
| 6.1 | Due to the nature of the role, crewing levels at on call stations can both increase and decrease | I |  |  |  |  |  |
| 6.2 | It is important that any licensing agreements take into account and are able to accommodate these changes in user numbers and for service not to be affected | E |  |  |  |  |  |

# 7.0 - Customer Service/After Sales

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 7.1 | This solution is a key part of the process for mobilising firefighters and officers to emergency incidents | I |  |  |  |  |  |
| 7.2 | There must be a 24/7 customer support and break/fix provision in place | E |  |  |  |  |  |
| 7.3 | An account manager from the supplier should be designated. This person would attend quarterly review meetings which would consist of a performance review of the system and the customer service provided. | E |  |  |  |  |  |
| 7.4 | The supplier should have an escalation procedure for complaints | E |  |  |  |  |  |
| 7.5 | A roadmap of future app development should be supplied  | D |  |  |  |  |  |

# KPI’s

The below KPI’s are mandatory requirements and must be met if any of the areas cannot be met or an acceptable alternative solution cannot be submitted this may result in a fail and your bid being rejected.

# 8.0 - Application Performance

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 8.1 | **Application Availability**Application uptime will be 99.9% and access to services will be required 24/7 | E |  |  |  |  |  |

# 9.0 - Service Performance

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item No.** | **Requirements** | **Grade** | **Available Now** | **Available in 12 months** | **Available in 24 months** | **Not available** | **Details on how the system meets this requirement** |
| 9.1 | **Helpdesk*** Within 30 seconds of call being placed it is answered
* Available 24/7
 | E |  |  |  |  |  |
| 9.2 | **Problem Management**Call back within 10 minutes to 1 hour depending on severity of problem (see Performance Management Targets for diagnosis and resolution times) | E |  |  |  |  |  |

# Performance Management Targets

Each problem will be individually assessed and assigned a Priority Category. The category value will relate to the impact of the problem on users. The target requirements for response, resolution and escalation will compromise:-

**Priority Category 1**

The whole system is unusable, or a critical task is not working or the ability to mobilise firefighting crews is seriously affected.

|  |  |
| --- | --- |
| **Action Required** | **Within**  |
| Call back for more information  | 10 minutes |
| Initial diagnosis  | 45 minutes |
| Definitive plan of action for resolution identified and agreed with the helpdesk | 2 hours  |
| Overall problem resolution timeframe from initial call to corrective solution  | 4 hours  |

**Priority Category 2**

Part of the system is not functioning or not functioning correctly, but the ability to mobilise firefighting crews is not seriously affected.

|  |  |
| --- | --- |
| **Action Required** | **Within**  |
| Call back for more information  | 20 minutes |
| Initial diagnosis  | 2 hours |
| Definitive plan of action for resolution identified and agreed with the helpdesk | 7 hours  |
| Overall problem resolution timeframe from initial call to corrective solution  | 24 hours  |

**Priority Category 3**

The reason for the contact is for information, not to report a problem. Nevertheless it is expected that a reasonable effort will be put into a response.

|  |  |
| --- | --- |
| **Action Required** | **Within**  |
| Call back for more information  | 60 minutes |
| Definitive plan of action for resolution identified and agreed with the helpdesk | 48 hours  |
| Overall problem resolution timeframe from initial call to corrective solution  | 120 hours  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Priority Category  | Initial Call Back  | Initial Diagnosis | Definitive Plan or Resolve | Problem Completion  | % Achieved each Day  | **Details on how supplier meets this requirement** |
| 1 | 10 Minutes  | 45 Minutes | 2 Hours  | 24 hours  | 99%(100% within 2 days) |  |
| 2 | 20 Minutes  | 2 Hours  | 7 Hours  | 72 Hours | 95%(100% within 2 days) |  |
| 3 | 60 Minutes | 24 Hours | 48 Hours  | 120 Hours | 90% (100% within 2 days) |  |

The supplier, as part of the helpdesk support responsibility, will maintain the number of problems logged and their resolution. At the regular service reviews the response to problems will be assessed and the average performance determined by agreement based on documentary evidence from both parties maintained for the purpose. Each month the average performance for completed calls will be assessed and credits agreed accordingly.