# 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 BFRS requirements. |
| **Useful****(U)** | Additional areas of functionality that, whilst not required at this time, may prove useful to BFRS. |
| **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. |
| **Highly Desirable****(HD)** | Requirements, which Suppliers will be expected to fulfil as they have significant impact on the suitability of any 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 BFRS 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. |

# Technical Requirements

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| --- | --- | --- | --- | --- |
| **Item No.** | **General System Technical Requirements** | **Grade** | **Compliant****Yes/ No**  | **Details on how system meets this requirement** |
| 1.1 | The solution must be compatible with the forthcoming ESN project and therefore must be compliant with any Codes of Connection and conform to NATS testing standards at no additional cost to the customer | **E** |  |  |
| 1.2 | The solution must be capable of achieving Annex C approval in order that communication via Airwave can be achieved prior to ESN go live | **E** |  |  |

# Security

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| --- | --- | --- | --- | --- |
| **Item No.** | **Security** | **Grade** | **Compliant****Yes/ No**  | **Details on how system meets this requirement** |
| 2.1 | The solution must be able to provide a method of securing all risk information that is stored on the device to prevent unauthorised access | **HD** |  |  |
| 2.2 | The solution must be able to be secured to prevent unauthorised access and access to critical systems and information | **E** |  |  |
| 2.3 | The solution must be able to be security patched and support the installation and operation of antivirus/antimalware software (Windows Defender) | **E** |  |  |

# Integration

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| --- | --- | --- | --- | --- |
| **Item No.** | **Integration**  | **Grade** | **Compliant****Yes/ No**  | **Details on how system meets this requirement** |
| 3.1 | BFRS use an in-house Microsoft Access database for storing and managing Site Specific Risk Information. The outputted files are in PDF format with some site plan files stored in DWF format. It is essential that the solution is capable of retrieving these files, distributing them to devices and displaying the information appropriately | **E** |  |  |
| 3.2 | BFRS are undertaking a project to replace the existing Site Specific Risk Information system with a solution hosted by a 3rd party. It is therefore essential that the solution will integrate with the existing system until such a time that the new system is ready, and will then integrate with the new system | **E** |  |  |
| 3.3 | The solution must support integration with hydrant location information systems | **E** |  |  |
| 3.4 | The solution must be capable of displaying information relating to chemicals and hazardous materials | **E** |  |  |
| 3.5 | The solution must be capable of displaying interactive graphics showing locations and deactivation procedures of vehicle safety components and alternative propulsion (hybrids), and providing search functionality by both vehicle manufacturer/model and vehicle registration mark | **E** |  |  |
| 3.6 | The solution must be capable of integrating with other software through standard SQL or APIs | **E** |  |  |

# Application Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item No.** | **General Application Requirements** | **Grade** | **Compliant****Yes/ No**  | **Details on how system meets this requirement** |
| 4.1 | The solution must be capable of providing change only updates to devices which are distributed on at least a daily basis. Emergency updates must be able to be pushed out immediately | **E** |  |  |
| 4.2 | The solution must be capable of holding address based multiple layer content which is capable of being displayed in a usable way for the fire service crew | **E** |  |  |
| 4.3 | The solution must be capable of sending and receiving status messages to our existing Command and Control solution | **E** |  |  |
| 4.4 | The solution must clearly highlight (either via a visual message, audible alert or both) whether a status message has failed to send in order for the crews to take corrective actions | **E** |  |  |
| 4.5 | The solution must send Automatic Vehicle Location (AVL) Service information to our existing Command and Control solution to allow for location based mobilising, the AVL service polling must be configurable and must only update when a vehicle is detected as moving. | **E** |  |  |
| 4.6 | The solution should provide the ability to construct and send text based informative and stop messages to our existing Command and Control solution | **HD** |  |  |
| 4.7 | The solution must be suitable for being operated on a range of vehicle mounted devices, an offline version should also be provided for training purposes. | **E** |  |  |

# System Administration

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| --- | --- | --- | --- | --- |
| **Item No.** | **General Application Requirements** | **Grade** | **Compliant****Yes/ No**  | **Details on how system meets this requirement** |
| 5.1 | The solution should support imaging via Microsoft System Center Configuration Manager | **HD** |  |  |
| 5.2 | It must be possible to remotely connect to devices to allow for remote support and diagnostics | **E** |  |  |

# Customer Service/After Sales

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| --- | --- | --- | --- | --- |
| **Item No.** | **Customer Service/After Sales Support**  | **Grade** | **Compliant****Yes/ No**  | **Details on how system meets this requirement** |
| 6.1 | The supplier must be able to provide ongoing support for the solution and carry out an annual health check of systems, detailing any remediation work where required, the supplier is to state the supported life of the product | **E** |  |  |
| 6.2 | The supplier must be able to document their solution and keep the documentation up to date in line with any changes made for business continuity and disaster recovery purposes | **E** |  |  |
| 6.3 | The supplier should have an excellent understanding of the ITIL framework and be able to demonstrate how their existing support processes meet the framework | **HD** |  |  |
| 6.4 | The supplier must be able to provide support between the English working hours of 0800-1800 Monday to Friday, excluding Bank Holidays | **E** |  |  |
| 6.5 | The supplier should be able to demonstrate their high standards of Quality Management and Assurance  | **D** |  |  |
| 6.6 | The supplier is expected to carry out an annual service review and security review | **E** |  |  |

# 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.

# Service Performance

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| --- | --- | --- | --- | --- |
| **Item No.** | **Service Performance – Target**  | **Grade** | **Compliant****Yes/ No**  | **Details on how supplier meets this requirement** |
| 7.1 | **Helpdesk** * Within 60 seconds of call being placed it is answered
* 0800 – 1800 hours weekdays
 | **E** |  |  |
| 7.2 | **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 BFRS users. The priorities are defined as follows:-

|  |  |  |
| --- | --- | --- |
| **Priority** | **Incident Severity** | **Description** |
| 1 | Critical | Failure of frontline systems to operate which have the potential to have a high impact to the business. |
| 2 | Major | Loss of some areas of significant functionality of frontline systems, but which do not prevent the system from operating or are not of a risk critical nature. |
| 3 | Minor/Cosmetic | Loss of minor functionality within back office system or issues with aesthetics of UI of all systems. |

Our expectations are that problems will be handled within the following timescales:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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  | 1 Hour | 2 Hours  | 24 Hours  | 99%(100% within 2 days) |  |
| 2 | 30 Minutes  | 2 Hours  | 7 Hours  | 72 Hours | 95%(100% within 2 days) |  |
| 3 | 1 Hour | 4 Hours  | 12 Hours  | 96 Hours  | 95%(100% within 2 days) |  |

Defining which category a call falls within will initially be at the discretion of BFRS when contacting the Supplier Helpdesk but will subsequently be agreed between Supplier Helpdesk and the Customer during investigation of the incident, both parties acting reasonably.