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# Introduction

Northumbria Police (the ‘force’) invites suppliers to participate in a request for information (RFI). This market engagement is focused on assessing the Integrated Communications Control System (ICCS) procurement and maintenance offerings available to the force.

The output of the RFI process will help inform the force’s technology sourcing and managed service contract strategies. These sourcing and strategic options are further driven by the ongoing development and ultimate migration to the Emergency Services Network (ESN).

The force intends to procure a replacement for its current ICCS to maintain the requirement to provide support to resources deployed throughout the force via the Airwave radio network. While the full scope of this procurement is not yet defined, we anticipate the exclusion of full telephony capability as the force employs a different system to manage incoming 999 and 101 calls to the organisation.

# Project Timescales

The Force is provisionally planning to issue the formal tender pack between December 2024 and January 2025.

This is only an indicative date and likely to change depending on the outcome of this RFI and our internal approval process.

# Confidentiality

The contents of this RFI shall be treated as Commercial-in-Confidence and it is the recipients’ responsibility to ensure the contents are not published or disclosed to any third party without due prior consent of the force.

# Response

All responses to this RFI must be submitted by 12 noon 4th November 2024 via email to [james.thornton@northumbria.police.uk](mailto:james.thornton@northumbria.police.uk).

# Overview of Northumbria Police

The Chief Constable and the Police and Crime Commissioner have developed plans to serve the people of Northumbria, complementing the overall Policing 2025 vision produced by the National Police Chiefs Council (NPCC).

The National Policing Digital Strategy (2020-2030) has now been finalised and published early in 2020, and the high-level ambitions from this have been considered in this review:

The 3 P’s - Purpose, Principles and Priorities – define the ambition of the force and the aims set to achieve this.

Northumbria Police Forces purpose is to keep people safe and fight crime. Their principles are to deliver an outstanding police service, work with communities to prevent crime and disorder and to be there when the public need us.

The force priorities are:

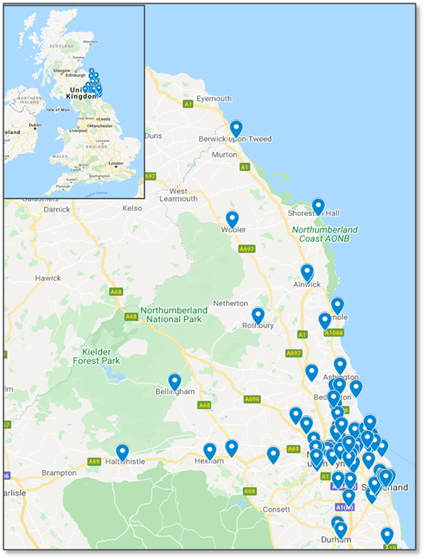
* Be an outstanding force.
* Keep people safe and fight crime.
* Do the right things, in the right way, for the right reason.
* **Courage** - to promote openness, accountability, learning and improvement.
* **Respect and empathy** - to promote a respectful and supportive culture in which everyone can thrive.
* **Public service** - to improve the policing profession and the service we provide to the public.

# Northumbria Police Geographical Area

Northumbria Police (NP) is responsible for policing the administrative counties of Northumberland and Tyne and Wear. This covers an area of more than 2000 square miles with a population of 1.5 million.

The force is approximately 100 kilometres north to south and 80 kilometres east to west. The largest population and conurbation areas are in the South East, (Tyne and Wear and South East Northumberland), whilst the remainder is largely rural in nature.

The force borders with Durham to the south, Cumbria to the west and Lothian and Borders (Scotland) to the north.



# Current ICCS Provision

## Overview

# The force operates a system of single tier communications control and has two primary communications centres. These sites are:

# Northern Communications Centre (NCC), Force Headquarters, North Road, Ponteland, Newcastle upon Tyne NE20 0BL

# Southern Communications Centre (SCC), South Tyneside Area Command Headquarters, Millbank, Station Road, South Shields NE33 1AD

In addition there are two minor control sites, each containing two dispatcher positions:

* St James Park Stadium (Newcastle United FC)
* Stadium of Light (Sunderland AFC)

The two communication centres are each equipped with a NEC/SSS DS3000 ICCS which have been in force under previous versions since 1996. The current system supports Airwave radio network including Computer Aided Dispatch Interface (CADI) for GPS data input, alarms along with voice traffic.

In addition the force has two portable operator sets which are available for deployment at suitable locations throughout the force utilising broadband connections.

The force has recently migrated to Despatch Communication Server (DCS) from Centracom CCI ports in line with the national upgrade programme.

Each Communication Centre has its own on-premise server, with 35 CCI ports available at each location. Access to each server is available from either location to enable resilience during engineering works or system failure.

The ICCS system is protected through firewalls between it and the Airwave network and between it and the force network. These firewalls are resilient.

The force is also responsible for management of the regions covert devices and this is done through a Key Management Facility (KMF). The data for this does pass through the ICCS but is encrypted to protect the content.

The client is hosted on a Northumbria Police desktop which is shared with other critical communications applications (Avaya, STORM command and control)

Audio recording is now provided by 2 suppliers. Bulk Recording has recently been migrated across to the NICE recording solution from Weston Digital (Redwood). ICCS Console recording is done by Weston Digital and accessed via the Symphony application.

The force utilises 80 talkgroups (both national and local) and has 70 CCI ports split between the two Communications sites.

# Key Attributes of the future ICCS requirements

The force is looking to procure a new ICCS with the preferred solution to be Cloud Hosted as there are plans to migrate the Communications Centre to a new single location in the next few years. However, this does not rule out an on-premise solution. Any solution will need to have high availability (99.999%) whether cloud based or on-premise and resilience built in.

The successful bidder will need to commit to supporting the organisation during the transition from Airwave to the Emergency Services Network (ESN). Dates have not been finalised, but it is anticipated to be within the next 5 years. We acknowledge that there are still some unknowns around the ESN solution, but the successful bidder should be engaging with the ESN project to ensure their product is compatible and supported.

There is no requirement within the solution to support a call handling function (999, 101) as this is done via the Avaya Contact Centre system. However, there will be a requirement for telephony integration to the Force’s Avaya platform to allow operators to make telephone calls from the ICCS.

The main requirements for the new solution are as follows:

* To be cloud/hosted (although on prem will not be discounted)
* Allow multiple users to connect to the Airwave network to facilitate contact between radio operator and police resource
* Options (along with costings) should be given for client set up (separate clients or integrated into a force computer)
* The system will need to interface with the forces audio recording systems (NICE and Weston Digital)
* The system will also need to interface with the forces Command and Control systems (NPICCS and Storm) to provide GPS information from both handheld and vehicle devices
* The ICCS system should allow a user to utilise the following functions:
  + Monitor an Airwave talkgroup (multiple if required)
  + Transmit on an Airwave talkgroup
  + Provide an update on status via an event log
  + Provide an ambient listening facility
  + Allow the patching of talkgroups together
  + Utilise the force Avaya telephone network to make and receive calls to the console

# Questions for Suppliers

Northumbria Police would be grateful if suppliers could provide outline answers to the following questions. We respect that some of your answers will be, by necessity, provisional and may change when you receive a formal, more detailed statement of requirements. We anticipate a response of around five pages in total.

Please provide your response

1. What is your experience and expertise of providing ICCS systems to Public Safety, or more specifically, Police Forces?
2. What would be your proposed technology solution for this requirement?
3. If you are proposing a cloud based/hosted solution, which other forces/organisations have you implemented that solution with?
4. What would be your approach to service transition and technology transformation, including an indicative timeline?
5. Could you provide us with indicative pricing for your proposed solution, to help us in setting our project budget.
6. As subject matter experts, what advice and guidance would you offer to the Force to help shape the procurement of the transition and transformation services?
7. What is your roadmap for the transition to the Emergency Services Network and how will the change to ESN be managed and included within the contract.

# Instructions to Respondents

Please submit responses in any soft copy format that can be read by Microsoft Office.

Respondents are asked to return their responses to:

|  |  |
| --- | --- |
| Contact: | James Thornton |
| Role: | Procurement Business Partner |
| email: | James.thornton@northumbria.police.uk |

# Supplier Response

Q1)

Q2)

Q3)

Q4)

Q5)

Q6)

Q7)