

## **Hampshire Fire and Rescue Authority**

**Finance and General Purposes Committee**

**Item: 14**

**29 October 2013**

**Networked Fire Control Services Project**

**Report by the Chief Officer**

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### **1 Summary**

- 1.1 This paper outlines the progress on the Networked Fire Control Systems Partnership (NFCSP) which is a partnership to replace the control systems in Hampshire, Dorset, Wiltshire and Devon and Somerset FRSs. The command and control system in these FRSs is one of the most business critical systems. This report also provides an update on the refurbishment of the existing fire control suite to accommodate the new system and the improved ways of working that it will bring.
- 1.2 The NFCSP is funded by a grant from the Department for Communities and Local Government (DCLG) of £7.2 million or £1.8 million for each FRS. This was based on our business case for the partnership project and includes procurement of all the necessary hardware and software for a new networked fire control system and maintenance for 5 years. The NFCSP FRSs have successfully achieved a better price by purchasing collaboratively rather than independently and consequently the grant will fund the procurement and maintenance for the full 8 years of the contract which was awarded to Capita in June this year.

### **2 Recommendation**

- 2.1 That the Committee notes the content of this report.

### **3 Replacing the HFRS fire control system**

- 3.1 On the 20 December 2010 the Fire Minister, Bob Neill MP, confirmed that a national programme to establish regional controls (the FirReControl project) was to be scrapped. This was reported to the Authority on 9 February 2011 and the establishment of the NFCSP was set out to the Authority on 15 June 2011. Subsequently the F&GP Committee approved the recommendations contained in the report in April last year to proceed with procurement of a replacement system for Hampshire in partnership with the other NFCSP FRSs as outlined in the business case for funding to which had been approved by CLG.
- 3.2 A formal European level procurement was undertaken to identify Capita as the preferred potential provider. Of the three tender bids received Capita were the highest scoring potential provider. The evaluation of the tender bids considered price and non-price criteria to determine the provider whose solution offered the best value for money. The assessment of non-price criteria included system

functionality, technical merit, training, approach to implementation, project management, on-going maintenance and support, and future working. The non-price evaluation concluded that the Capita solution provides the most system functionality against the NFCSP's requirements and meets the original technical approach defined by the NFCSP.

3.3 The business objectives of the NFCSP for the procurement were as follows:

- To provide a collaborative approach to the provision of fire control services for the Partnership Members.
- To provide greater resilience and enhanced business continuity arrangements for individual FRS fire controls by using the full capacity of the network and partnership arrangements during increased demand with the ability to mobilise another Partnership Members resources if appropriate.
- To deliver a cost effective and efficient fire control service that continually meets public expectations.
- To adopt and develop Standard Operating Procedures (SOPs) and common incident types benefitting cross-border mobilising and familiarisation for Fire Control staff.

Commercial Evaluation:

3.4 The commercial evaluation considered the price elements of the bids received. The NFCSP evaluated the pricing proposed by the potential providers in their pricing schedules. This included the following areas:

- System initial cost
- System implementation costs
- System integration costs
- Data preparation and import costs
- Any additional costs (identified by the Potential Providers)
- NFCSP cost (to support each proposed solution)
- Training costs
- Full maintenance and support for 8 year contract period

3.5 These costs were collated to ascertain a whole life cost for the procurement of the solutions and eight years support and maintenance. The lowest whole life cost bid received the full allocation of weighting for the price criteria (22%). The NFCSP Finance Directors (Director of Corporate Services for HFRS) reviewed and approved the approach used to calculate the pricing for the evaluation purpose.

3.6 The additional business benefits in the Capita solution include:

- Capita has proven experience within the Fire Service sector with this solution. Capita have implemented a networked fire control solution within the UK (Wales). The Capita system (previously provided by Fortek prior to takeover by Capita in 2012) is already in use in one partnership member control room (Dorset).
- Capita has already implemented Direct Electronic Incident Transfer (DEIT) in an operational system environment in the UK (Wales).
- Limited development/configuration required to finalise the solution ready for

operational use.

- Joint training opportunities are encouraged by Capita in their approach to training operators and system engineers.
- Capita was the only potential provider to acknowledge that the NFCSP want to embrace Safer Firefighter technology and similar opportunities during the life of the contract.
- Capita's existing and developing customer base provides technical opportunities for wider collaborative working (see Appendix 1).
- The Capita solution is a single provider solution with no sub-contractor chain; they are not working with any further partners to deliver the solution.
- The Capita solution can deliver a fully managed maintenance and support service. Capita has a wide-base of engineer cover within the NFCSP geographical area.

#### **4 Refurbishment of the fire control rooms**

4.1 In April 2012 the Authority approved the proposals for the refurbishment of the fire control suite which was added to the 2012/13 capital programme and the cost of £500,000 was met from the Improvement and Sustainability Reserve. During the refurbishment the opportunity was also taken to update the air handling units, lighting and ventilation using funding from the Carbon Management Programme making the total cost £609,999 (detail in 8.2).

4.2 The project was completed on time. The refurbished control is a fully accessible modern facility. Full staff engagement in the process and design has delivered an exceptional facility that the staff are extremely proud of.

#### **5 Supporting our corporate aims and objectives**

5.1 Following the demise of the Regional Control Centre project, the procurement of a replacement fire control system became essential. This will support our aim of making Hampshire safer, and the networking of the control systems with other FRS will reduce costs, further improve resilience and aid interoperability.

#### **6 Risk analysis**

6.1 The current command and control system is now 15 years old and is obsolete. The current maintenance contract is extremely expensive because of the age of the equipment and both the hardware and software are prone to error and malfunction.

6.2 As well as being an operational necessity the replacement fire control system has been identified as producing revenue savings in 2014-15. If the NFCSP does not go ahead these savings will not be possible.

#### **7 People Impact Assessment**

7.1 The NFCSP business case makes provision for FRSs to review staffing models within control rooms once the resilience and partnership benefits have been realised. This has been captured within the benefits management process of the project.

7.2 The NFCSP Strategic Board will manage the project throughout the delivery phase. As detailed in the Partnership Agreement between the four FRSs an

Operational Management Board (OMB) has been established whose responsibilities include contract management. It will be for the OMB to determine how the NFCSP will discharge its responsibilities in this respect. Each FRS is responsible for Control room staffing and associated reviews.

- 7.3 The content of this report are considered compatible with equalities and human rights legislation.

## 8 Resource implications

### 8.1 NFCSP Finance

The networked project is funded from a government Interoperability and Resilience grant; Hampshire's share of this is £1.8 million. This funding will cover the purchase of the fire control equipment etc. as well as full maintenance and support costs.

The contract was awarded to Capita with a commencement date of 24 June 2013 and an initial term of 8 years and the provision for extension by up to four further years. The value of the contract is £2,334,571 for supply (shared equally between the four FRSs). Maintenance charges prior to indexation are in the region of £200,000 per annum (cost apportioned between the four FRSs). This is a significant saving for HFRS resulting in the grant from CLG funding the supply and full eight years of maintenance rather than five years as originally predicated.

Within HFRS the NFCSP will achieve £1,691,971 savings at five years and £2,924,064 after eight years compared to the original predication of £1.33m at five years (originally no further savings were predicted after five years). The NFCSP was originally tasked by the FCB to achieve £275,000 savings per year but will actually achieve £416,000 per year (from 2014/15).

Project delays will delay the realisation of savings but will not reduce the amount saved.

### 8.2 Refurbishment costs:

The cost of the refurbishment the detail of the out turn costs:

Main Contract	£ 406,736
Professional fees	£ 67,111
Ergonomics	£ 27,554
Consoles	£ 36,004
Furniture	£ 4,529
Radio Room	£ 68,065

**Total Cost**                    **£ 609,999**

Funded by:

CM Programme	£115,068	(air handling and LED lighting)
I&S reserve	£494,931	(approved budget of £500,000)

### 8.3 Physical resources

The NFCSP will utilise capacity within HFRS HQ for provision of training rooms for HFRS operators on new systems. Existing capacity and space provided by decommissioning existing equipment within the HQ communications suite will be used to house new equipment.

### 8.4 Information and Communications Technology resources

HFRS ICT staff were involved in the partnership to specify the replacement system.

The ICT department is represented on the HFRS NFCSP Board and is fully aware of the requirements.

### 8.5 Human resources

The NFCSP project team is already in place. Resource requirements will be facilitated as outlined within the business case and no additional requirements outside of this are envisaged.

## 9 Consultation

- 9.1 Affected staff groups have been consulted on both projects including the relevant departments within HFRS, the NFCSP project team, the Equality and Diversity team, and the Health and Safety team.

## 10 Background papers

- 10.1 The following documents disclose the facts or matters on which this report, or an important part of it, is based and has been relied upon to a material extent in the preparation of the report:

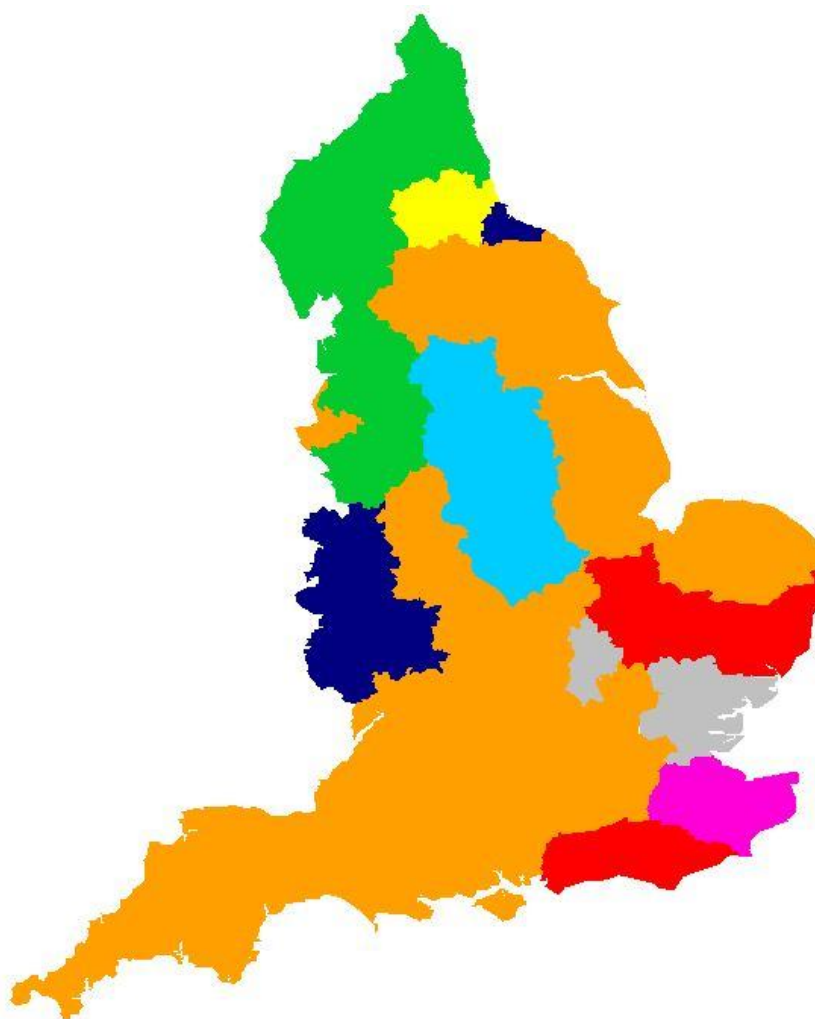
None

Note: The list excludes: (1) published works; and (2) documents that disclose exempt or confidential information defined in the Act.

## Appendix 1

- Map of England showing the contracts awarded for provision of control systems identifying the strong position of Capita in the marketplace and potential for shared future collaboration and development.
- Map of England showing the partnerships formed by FRSs post FiReControl. These partnerships submitted business cases for funding for replacement systems to CLG.

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MOBILISING SYSTEMS KEY	
Grey	OUT TO TENDER
Red	REMSDAQ
Orange	CAPITA FORTEK
Green	INTERGRAPH
Blue	SYSTEL
Dark Blue	SEED
Pink	STERIA
Yellow	3TC

Contracts awarded as of October 2013.



FRS Partnerships established post FiReControl