



County Durham and Darlington
Fire and Rescue Service

Cleveland Fire Authority (Cleveland Fire Brigade)
County Durham and Darlington Fire and Rescue Service

Specification of Requirements

**FOR THE PROVISION OF FIRE CONTROL
COLLABORATION CONSULTANCY**

QUOTATION REF: S&Pxx/2021

1. Introduction

- 1.1 Cleveland Fire Authority is a Combined Fire Authority, comprising of 16 Elected Members from across four different unitary local authorities and is statutorily responsible for the provision of fire and rescue services across Teesside. It covers an area of approximately 597km², is centred around the mouth of the River Tees and has a population of 562,019 in 237,184 dwellings.
- 1.2 Cleveland Fire Brigade operate with 14 fire stations staffed according to local risk and activity levels:
- **Six whole-time stations** in main urban areas (Middlesbrough, Grangetown, Thornaby, Coulby Newham, Billingham and Stranton) providing cover 24 hours per day, 365 days per year.
 - **Six retained duty system (RDS) stations** in mainly rural areas (Headland, Yarm, Guisborough, Loftus, Saltburn, Skelton) with retained/on-call staff living or working within five minutes of the station. Staff are alerted via pager to respond to any emergency night and day, 365 days per year.
 - **Two mixed whole-time/RDS stations** in urban areas (Redcar, Stockton) with a mixture of crews working whole-time and retained/on-call to provide cover 24 hours per day, 365 days per year.
- 1.3 The Brigade's main administrative centre, including the Training and Administration Hub and the Technical Hub, is located at the queens Meadow Complex in Hartlepool.

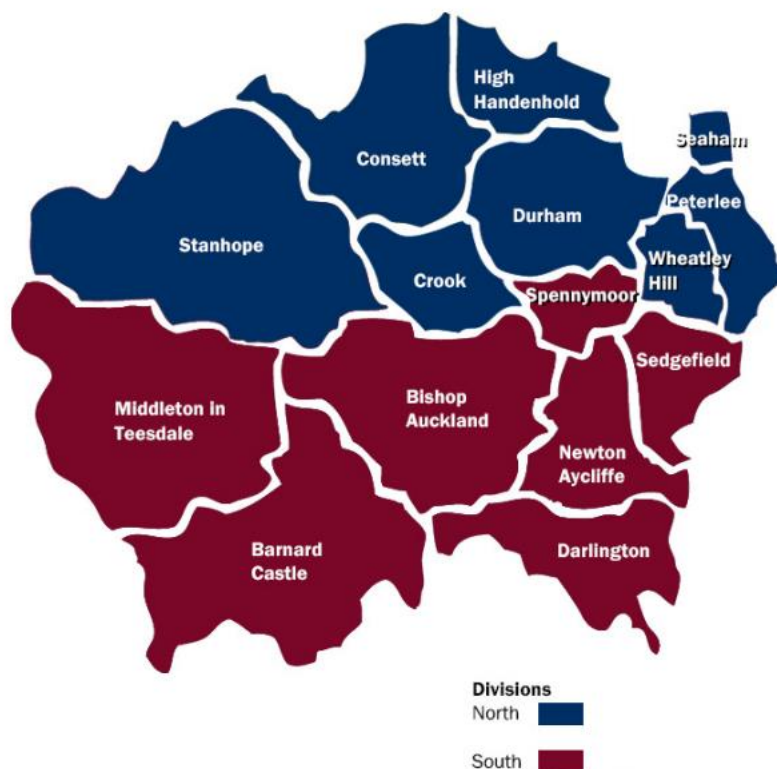


- 1.4 Cleveland Fire Brigade operates its own call handling and mobilising services from the primary Fire Control Room at the Queens Meadow Complex in Hartlepool. For resilience purposes, secondary Fire Control Room facilities exist at Coulby Newham Fire Station in Middlesbrough and at Shropshire FRS headquarters in Shrewsbury.
- 1.5 County Durham and Darlington Fire and Rescue Authority comprises 25 elected members from Durham County and Darlington Borough Councils. It serves an area of approximately 2430 km², centred around the historic city of Durham and has a population of approximately 636,000 people in around 290,000 households.

1.6 County Durham and Darlington Fire and Rescue Service have 15 fire stations.

- **Seven whole-time stations** (supported by retained duty staff) in main urban areas (Durham, Darlington, Consett, High Handenhold, Bishop Auckland, Peterlee and Spennymoor) providing cover 24 hours per day, 365 days per year.
- **Six retained duty system (RDS) stations** in mainly rural areas (Sedgefield, Wheatley Hill, Crook, Stanhope, Barnard Castle and Middleton-in-Teesdale) with retained/on-call staff living or working within five minutes of the station. Staff are alerted via pager to respond to any emergency night and day, 365 days per year.
- **Two mixed self-rostering/RDS stations** in urban areas (Newton Aycliffe and Seaham) with a mixture of crews working whole-time and retained/on-call to provide cover 24 hours per day, 365 days per year

1.7 The Service's main HQ is in Belmont Business Park in near Durham City and there is a Technical Services Centre and Training Centre in Bowburn Industrial estate around 5 miles South East of Durham City.



1.8 County Durham and Darlington call handling operates from the same location as the Service HQ in Belmont. Resilience is a secondary control facility at Spennymoor Fire Station.

2. Background

2.1 The Fire and Rescue Services Act 2004, Part 2 Sections 7(2)(c), 8(2)(c) and 9(3)(c), places a duty on Fire and Rescue Authorities to make arrangements for dealing with calls for help and summoning personnel.

2.2 There are various models which can be adopted to fulfil these call handling obligations. Traditionally, Fire and Rescue Services (FRS) have operated their own Control Rooms.

However, since the collapse of the Government's Regional Fire Control Centres project in 2010 and more recently the introduction of the Police and Crime Act 2017 duty to keep collaboration opportunities under review in the interests of efficiency and effectiveness, many FRS have now strategically joined up with others to provide joint Fire Control functions.

- 2.3 Cleveland Fire Authority and County Durham and Darlington FRS have together identified a number of strategic collaborative options to be explored for Fire Control call handing and mobilising.
- 2.4 Independent consultancy is now required to appraise the viability of these strategic options.

3. Scope

- 3.1 The consultancy contract is for the benefit of the two Authorities only and shall not be open to others to use.
- 3.2 The consultancy contract has not been divided into Lots. Due to the nature of the requirements the two Authorities would prefer to contract with a single Consultant to ensure consistency.
- 3.3 The two Authorities do not anticipate changes to the scope of requirements identified in this document. Variant bids shall not be accepted.

4. The Requirements

- 4.1 The requirements the successful contractor will be expected to deliver are as follows:
 - Appraisal of three options:
 - Option 1 – Strategic alignment, with both Authorities operating separate Fire Control Rooms, but jointly procuring communications systems (ICCS) and a call management and mobilising system (CAD) with the flexibility to remotely handle each other's emergency calls in the case of staffing issues, technical issues or excessive call demand.
 - Option 2 – Strategic alignment as above, but with the added agreement between the two Authorities for Control Room staff to fulfil vacant shifts for the other Authority due to any staffing difficulties that may arise.
 - Option 3 – Strategic partnering, with collaborative joint provision of call handling and mobilising services from a single Fire Control Room serving both Authorities.
 - An appraisal for each of the three options, covering all technical, operational, staffing and financial aspects.
 - Identification and recommendation of a preferred option.
- 4.2 The finalised work is to be delivered and presented to the two Authorities by a mutually agreeable date.

5. Implementation

- 5.1 The successful contractor will be expected to design, draft and manage a project plan to ensure key delivery timescales are achieved.

6. Contract Management

- 6.1 The successful contractor will be available to undertake regular progress reviews throughout the consultancy project.

7. Equality & Diversity

- 7.1 Promoting equality and diversity throughout the procurement process and supply chain is a crucial objective of the Authorities
- 7.2 Fairness, transparency, honesty, integrity, impartiality and objectivity must be evidenced in all of our procurement decisions. Understanding the needs of the diverse community we serve helps us plan and deliver our services to take account of those needs.
- 7.3 We are fully committed to equality and diversity by the provision of policies, practices and procedures to create a stronger, more enriched and well informed organisation that is proactive in its approach to obligations arising from the Equality Act 2010. Our commitment is demonstrated in our own Equality, Diversity and Inclusion policy.
- 7.4 We believe procurement has an important role to play in the delivery of services for the safety of our communities, workers and visitors also ensuring value for money for our local tax payers.
- 7.5 All organisations providing services or goods to the Authority are expected to share our commitment to equality and carry out duties in accordance with UK legislation.
- 7.6 We will also commit to developing procurement Equality Impact Assessments which will be undertaken to identify areas of compliance that need to be considered as part of any procurement process.
- 7.7 Cleveland Fire Brigade is also a Disability Confident Employer; therefore we are committed to supporting the employment of disabled people. We would also like to encourage our suppliers to become disability confident too. Further information and how to register can be found here <https://disabilityconfident.campaign.gov.uk/>

8. Social value

- 8.1 Social value is incredibly important to us in how we go about our business. Social value describes how we can improve the economic, social and environmental well-being of those living in our communities through our business activities.

8.2 These benefits can cover a wide range of activities including the creation of apprenticeships and jobs, sub-contracting to local social enterprises, or simply working with the local community.

8.3 To this end, we want to make sure that when we buy goods and services from other organisations they, in turn, create benefits for our communities. We already have an established track record of working with small local businesses and social enterprises who know that we work hard to give back to our communities.

9. Contract Pricing

9.1 The contract pricing will remain fixed for the duration of the contract agreement.

9.2 Any price increase request at the end of the fixed pricing period above must be based on CPI/RPI pricing index and agreed in advance.

9.3 For the avoidance of doubt, the risk of any increased costs arising from a change of law will fall on the contractor.

9.4 The overall base of the award of the contract will be that of the most economically advantageous tender assessed in accordance with the published award criteria.

9.5 Proposals will be evaluated using a cost-effectiveness approach, such as life-cycle costing in accordance with Public Contract regulation 68, and may include the best price-quality ratio, which shall be assessed on the basis of criteria, such as qualitative, environmental and/or social aspects.