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| **Cornwall Fire, Rescue and Community Safety Service – Firefighter Management System Request for Information** |
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| Version 1.0 |
| Date: 1st July 2019  |

Introduction

Cornwall Fire, Rescue and Community Safety Service is seeking to gain a better understanding of On-Call and Wholetime Firefighter Availability, Skills and Remuneration Management solutions on the market and what potential suppliers can deliver to assist in the management of the service’s workforce and emergency response requirements.

It is intended that the functional capabilities and indicative prices supplied will enable us to develop a business proposal. Any such proposal would be subject to the development and approval of a business case, and, as such, this exercise implies no commercial commitment. This is not a formal tender document.

The series of questions and areas of interest detailed below are designed to allow potential suppliers to highlight their solution features. Please respond to each question and return your response to us no later than 17:00, on Tuesday 30th July 2019.

Solution Objectives Overview:

In developing the business proposal the Council needs to consider the benefits of the different functionality of potential solutions and their ability to meet our objectives. The following areas of functionality are considered highly desirable:

* A shared service hosted arrangement;
* the functionality offer to integrate your system with existing command and control software utilising the GD92 protocol. CCFRS currently use Capita Vision 4 for Command & Control;
* support for secure access to data showing the status of appliance resources and individuals with their corresponding skills;
* the process for “plugging in” other equipment; support open API for third party system integration and the facility to receive “push” alerts, for example via SMS;
* the level of provision is provided for replication & disaster recovery;
* the tools to support the installation and maintenance requirements of the service, and a comprehensive suite of both scheduled and customisable reporting tools;
* the level of project management support available through the planning and implementation phase; and
* System scalability and inclusive annual software upgrades.

**Availability Management System Requirements**

* interface with Vision 4 via api or GD92 protocol;
* Provide live personnel and appliance resource status with associated skills through a web accessible interface;
* Allow entry and viewing of projected availability from any internet enabled device;
* Provide a configurable service wide geographic status display / dashboard for display in Critical Control and station smart displays;
* On receipt of an incident, display the responding crew availability on a station smart display;
* Be able to recalculate resource availability of remaining resources taking in to account the committed crew and resources;
* Allow dynamic changes in availability to be made from any internet enabled device, this should be securely protected on personal devices i.e. PIN / password or fingerprint protected;
* Confirm user intention if status changes result in a resource becoming unavailable;
* Alert users and administrators if availability of individuals and appliance resources deviates from expected levels, the parameters for these alerts will be configurable by the administrators of the system;
* Incorporate a messaging system to allow two way and group messaging between users and administrators;
* Provide a reporting system to allow accounting for hours on and off duty, sickness, leave, training and other operational activity. The system should be flexible to allow formatting and reporting periods to be produced to comply with HMICFRS requirements and general business intelligence needs;
* Receive updates in individual’s skills from an integrated or 3rd party Training and Skills Management package;

**Training and Skills Management Requirements**

* Allow configuration of core and specialist skills, frequency of training and requalification reminders;
* Allow grouping of skills to create development paths and a hierarchical pre-requisite structure;
* Provide a configurable reporting tool to assist identifying skills gaps, training needs analysis future course and resource planning and compliance reporting to HMICFRS requirements;
* Link with availability management system to automatically update crew skills when gained or lost;
* Provide a central course database with management of attendees, course location and resource requirements, training staff activity and exposure, pre-course learning and documentation;
* Provide a permissions system to manage access to course booking, personnel information and course attendees, performance and attainment records;

**Payment Management**

* Provide a paperless system with automatic workflows for common actions;
* Receive secure activity data from Vision C&C system, availability management system, manual entry and RFID/NFC enabled devices;
* Allow adjustment and inspection of individual transactions;
* Enable individual users to access their account to view historic and future activity;
* Provide a full set of reporting tools to manage and predict types of payment;
* Output data for payment processing in an excepted format for ERP or Oracle Cloud;

We therefore invite responses from suppliers able to meet the challenges we have identified.

General Information:

As part of your response please provide an overview and background of your organisation, for example: brief history, staff numbers/resources, turn-over.

Please provide an overview of the number of organisations currently using your solution broken down to indicate those across the UK and those Fire and Rescue Services.

Please indicate recent implementations (within the last 3 years). Please provide details of a suitable customer point of contact the Authority could contact to gain feedback of their experience of the implementation and use of your solution.

Procurement

Please indicate whether you are on any frameworks suitably open to public bodies including Cornwall Council which could be utilised for the procurement tender exercise.

Indicative Pricing

Please provide indicative cost estimates for your solution broken down into the following areas:

**Core Solution**

* Hardware
* Software license/hosting/service cost (indicative 700 users - 250 Wholetime, 450 On-Call)
* Implementation cost
* 5 Year Support Cost

**Optional Modules**

* Software license/hosting/service cost
* Implementation cost
* 5 Year Support Cost

Implementation

Please indicate the typical project plan stages with timescales for implementation of your solution.

Data migration is a key activity – please indicate your process and experience with previous migrations citing reference sites where appropriate.

Please provide your response by no later than 30th July 2019 via the Proactis etendering portal. Emails should be addressed to: jgoostrey@cornwall.gov.uk

**Jeff Goostrey**

**Senior Procurement Specialist**

Customer and Support services

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