

**POLICE DEPARTMENT**

**Invitation for Expression of Interest (EOI)**

**(Authorised under section 24(2) of the Public Procurement Act 2006)**

**Reference No. MPF/EOI/01/2014**

1. The Mauritius Police Force is inviting an Expression of Interest from qualified ICT consulting firms who wish to provide consultancy services for the IP 999 Emergency Response Management System Project.
2. The purpose of the EOI is to constitute a short list of potential ICT consulting firms who will thereafter be invited to submit proposals to the Police Department for consideration.
3. Interested ICT consulting firms are kindly requested to consult the government website: [publicprocurement.gov.mu](http://publicprocurement.gov.mu) to download free of charge a full set of the request for EOI documents.
4. Interested ICT consulting Firms should submit their applications along with accompanying documents in a sealed envelope clearly marked "MPF/EOI/01/2014. Expression of Interest for IP 999 Emergency Response Management System Project". The envelope should be deposited in the Tender Box or sent by registered post or courier services, so as to reach the following address by **Wednesday 8<sup>th</sup> October 2014** at 13.30 hrs (Mauritian Time) at latest.

*The Secretary, Police Tender Unit*

*Police Headquarters, Line Barracks*

*Port Louis*

*Police Department*

*Line Barracks*

*Port Louis*

*17 September 2014*

## 1. BACKGROUND

The present Emergency call system of the MPF is composed of four ordinary analogue phones whereby all 999 incoming calls are being channelled through them. When there is an incoming call, the request is being processed manually and hence delaying the police response time. The present system has a limited capacity and cannot be upgraded.

## 2. Requirements of the MPF

The Mauritius Police Force intends to implement an IP 999 Emergency Response Management System (ERMS) to locate, identify and provide essential services for people calling for help. The system shall be designed in order to provide a complete structured monitoring program pertaining to operation, security, control and accountability features to be used island wide.

The main control centre receiving the emergency call shall be based at Line Barracks which shall be linked to around twenty OPS rooms and ten other important government services.

All calls received or emanating from the main control centre shall be recorded for a minimum period of six (6) months. Recorded calls shall be able to be retrieved, playback and produced as evidence in court when required.

The system shall be incorporated by a Geographic Information System (GIS). The GIS application shall allow the operator, within seconds of the receipt of the call, to know the caller's location, evaluate the availability of resources at that moment in time, and to dispatch the necessary resources in an optimal manner. Vehicles of the Police Department, SAMU and Fire Services together with Police Helicopters/Airplanes and Police ships/vehicle shall be equipped with GPS and their real time location shown on a Mauritian Map.

Police Helicopters/Airplanes/Ships/Vessels shall be able to be tracked and located within cellular coverage.

The Mauritius Police Force shall require specialized skills and competence for the execution of this project and is, therefore, seeking ICT consultancy services to advise, design and supervise the implementation of the IP 999 Emergency Response Management System. Prospective ICT consulting firms must provide details of their capability and experience relevant to the proposed assignment.

### **3. AIMS AND OBJECTIVES OF THE IP 999 EMERGENCY RESPONSE MANAGEMENT SYSTEM (ERMS)**

The Aim of this project is to achieve one of the pillars of the National Policing Strategic Framework i.e. Enhancing Reactive Capability whereby the 999 ERMS should be able to answer at least 95% of the 999 calls within a target time frame of 15 seconds and attending to all public emergencies within 15 minutes. When someone calls 999 from a landline or mobile phone, the call should be received at the Police Emergency Room at Line Barracks.

The 999 emergency room shall record all calls so that the operators can play them back. The caller's telephone number shall automatically appear on the operators computer screen, even if the number is unlisted. For calls received from mobile phone, their number shall be relayed together with their locations via location based service (LBS) to the Emergency Operator.

The emergency number 999 shall also work offshore where cellular coverage is available.

The emergency number 999 shall be toll free number. It shall be reached by using Analogue Land-Line/Mobile/VoIP/SMS/MMS.

### **4. GENERAL TASKS OF THE ICT CONSULTING FIRM**

The ICT Consulting Firm shall be responsible for the tasks outlined below including preparation, submission and presentation of project deliverables. The ICT Consulting Firm s shall take into account the existing telecommunication infrastructure prevailing in Mauritius.

The ICT Consulting Firm shall be required to submit an Inception Report, one week after the start of the assignment. The Terms of Reference for the ICT Consulting Firm would be refined and improved after consultation with the Mauritius Police Force and other stakeholders, at the inception report stage.

## 5. DELIVERABLES

All deliverables shall be in English and in two hard and soft copies. The ICT Consulting Firm is expected to submit the following deliverables:-

1. Inception Report
2. Progress Report
3. Current State Assessment Report

## 6. DURATION AND LANGUAGE

- Location of assignment: - Work on this assignment shall consist of research and report preparation in Mauritius.
- Duration of Contract: From letter of award till end of warranty period.
- Proposed commencement: Oct 2014
- Duration of Assignment: Consultancy works (12 weeks), Assessment (12 weeks), Implementation ( 30 weeks), & warranty period ( 2 years)
- Language: English

## 7. REPORTING AND SUPERVISION

The ICT Consulting Firm will work closely and under the guidance of the Steering Committee set up by the Mauritius Police Force. The ICT Consulting Firm will report to Chairman of the steering committee. The ICT Consulting Firm s shall prepare and submit reports as indicated under the deliverable section by the specified deadline.

**NB:** The Steering Committee (SC) will be set up by the Commissioner of the Mauritius Police Force.

## 8. ELIGIBILITY OF ICT CONSULTING FIRM

The Information Communication & Technology (ICT) Consulting Firm shall be a registered consulting firm that focuses on advising businesses on how best to use information technology to meet the objectives of the MPF. In addition to providing advice, the ICT consultancy firm shall estimate, manage, implement and deploy the IP 999 Emergency Response Management System.

The project shall be carried out by an ICT Consulting Firm with high profile individual IT Registered Consultants with appropriate qualifications, expertise and previous experience in similar ICT projects. The ICT Consulting Firm is expected to have at least 10 years' experience in the defined ICT field in order to be eligible.

**NB:** For international ICT consulting firm having no office based in Mauritius shall appoint a local ICT consulting firm in Mauritius for better follow up.

## 9. PROFILE OF CONSULTANTS

The team leader should have a postgraduate qualification in relevant IT fields or equivalent and should have implemented successfully one 112/911/999 Emergency Response Management System in Western Europe/USA/Canada/ Singapore/South Africa. He should have experience in planning, designing, implementing and managing the above system and should be familiar with project formulation, elaboration and financing.

The other team members should be graduated in relevant fields and have at least five years experience in implementing the above system. They should possess the necessary experience as above.

The IT consulting firm and team members should possess advisory, technical, business, communication, management, skills together with advisory, technical and business & management skills.

Detailed information and the relevant experience, supported by documentary evidence, should be provided in respect of each member of the Consultancy Firm. The ICT consultancy firm may as part of the assignment bring additional staff during the course of the project on a shorter period for certain specific tasks at its own cost.

**NB: Firm may propose a range of experts. However, for evaluation purposes, only the two best qualified experts in terms of academic qualifications and experience proposed will be considered.**

## 10. CLARIFICATIONS/FURTHER INFORMATION

Any clarification/further information should be addressed in writing to the:

Commissioner of Police  
Attn: Assistant Manager Procurement & Supply  
Police Tender Unit  
Police Department  
Line Barracks  
Port Louis

At least seven days before the date fixed for submission of Expression of Interest.

Telephone No.:2081212  
Fax No. :2119116  
Email :pretender.mpf@mail.gov.mu

## 11. SUBMISSION OF APPLICATIONS FOR EXPRESSION OF INTEREST

The Expression of Interest together with the accompanying documents shall be submitted in one original and two copies and shall be sealed in a single envelope clearly marked "MPF/EOI/01/2014. Expression of Interest for IP 999 Emergency Response Management Systems."

The Expression of Interest should be addressed to:

Commissioner of Police  
Attn: Chairperson, Police Tender Committee  
Police Department  
Line Barracks  
Port Louis  
Republic of Mauritius

and deposited or sent by registered post or courier services in the Tender Box at the abovementioned address by **Wednesday 8 October 2014 not later than 13.30 hrs (Mauritian Time)**.

## 12. RESERVATION

The Mauritius Police Force reserves the right to accept or reject any application for Expression of Interest or to annul the whole exercise without thereby incurring any liability whatsoever to any consultant/consulting firm submitting the Expression of Interest or to inform them of the grounds thereof.