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Planning

TVP00950 - Work Force Management Software for Contact Centre

Thames Valley Police
Hampshire and Isle of Wight Constabulary

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-003496

Procurement identifier (OCID): ocds-h6vhtk-04db15

Published 3 February 2025, 3:39pm

Section I: Contracting authority

I.1) Name and addresses

Thames Valley Police

Police HQ North, The Boulevard, Langford Lane

Kidlington, Oxon

OX5 1NZ

Contact

David Richings

Email

david.richings@thamesvalley.police.uk

Country

United Kingdom

NUTS code

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Internet address(es)

Main address

www.thamesvalley.police.uk

Buyer's address

www.thamesvalley.police.uk

I.1) Name and addresses

Hampshire and Isle of Wight Constabulary

Hampshire and Isle of Wight Constabulary, Southampton Central Police Station, Southern Road, Southampton, Hampshire, UK

Southampton

Contact

David Richings

Email

david.richings@thamesvalley.police.uk

Country

United Kingdom

NUTS code

UKJ - South East (England)

Internet address(es)

Main address

www.hampshire.police.uk

I.2) Information about joint procurement

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

Hampshire and Isle of Wight Constabulary, Southampton Central Police Station, Southern Road, Southampton, Hampshire, UK

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

TVP00950 - Work Force Management Software for Contact Centre

II.1.2) Main CPV code

- 48333000 - Contact management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Thames Valley Police are currently looking at Workforce Management (WFM) Software Solutions for Contact Management employees and would like to invite Suppliers to provide details of the WFM solutions they offer, by completing the attached questionnaire.

Interested parties should submit completed questionnaires to david.richings@thamesvalley.police.uk with the subject title: TVP00950 Workforce Management Software Questionnaire, no later than 28/02/2025

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description**II.2.2) Additional CPV code(s)**

- 48333000 - Contact management software package
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Workforce Management Softcat for Contact Centre Employees

II.3) Estimated date of publication of contract notice

30 January 2025

Section IV. Procedure
IV.1) Description**IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Thames Valley Police is one of 43 Police Forces in England and Wales and is the largest non-metropolitan force. It covers over 2,000 square miles and three counties: Berkshire, Buckinghamshire and Oxfordshire. We serve a diverse population of over 2.34 million people. The Force has 12 local Policing areas, each with a command structure led by a Superintendent. The Force is also responsible for policing 196 miles of motorway. Thames Valley Police works closely with Hampshire Constabulary and since 2011 we have shared a Joint Operations Unit and a Joint ICT department.