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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](mailto:david.richings@thamesvalley.police.uk)

#### **Country**

United Kingdom

**NUTS code**

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

**Internet address(es)**

Main address

[www.thamesvalley.police.uk](http://www.thamesvalley.police.uk)

Buyer's address

[www.thamesvalley.police.uk](http://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](mailto:david.richings@thamesvalley.police.uk)

**Country**

United Kingdom

**NUTS code**

UKJ - South East (England)

**Internet address(es)**

Main address

[www.hampshire.police.uk](http://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

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## **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](mailto: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

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## **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

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## **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.