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Tender

# **Contact Management Solution**

Police and Crime Commissioner for Dyfed-Powys

F02: Contract notice

Notice identifier: 2021/S 000-003652

Procurement identifier (OCID): ocds-h6vhtk-0295ac

Published 24 February 2021, 9:32am

# **Section I: Contracting authority**

# I.1) Name and addresses

Police and Crime Commissioner for Dyfed-Powys

Police Headquarters, PO Box 99, Llangunnor

Carmarthen

**SA31 2PF** 

#### **Email**

faye.ryan@dyfed-powys.pnn.police.uk

### **Telephone**

+44 1267226540

## Country

**United Kingdom** 

#### **NUTS** code

UKL1 - West Wales and The Valleys

Internet address(es)

Main address

http://www.dyfed-powys.police.uk

Buyer's address

https://www.sell2wales.gov.wales/search/Search AuthProfile.aspx?ID=AA0385

# I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://etenderwales.bravosolution.co.uk/web/login.shtml

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://etenderwales.bravosolution.co.uk/web/login.shtml

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

https://etenderwales.bravosolution.co.uk/web/login.shtml

# I.4) Type of the contracting authority

Body governed by public law

# I.5) Main activity

Public order and safety

# **Section II: Object**

# II.1) Scope of the procurement

#### II.1.1) Title

Contact Management Solution

Reference number

DPP2021

#### II.1.2) Main CPV code

• 35711000 - Command, control, communication systems

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

Dyfed Powys Police has a history of operating a critical voice and data environment to meet the demands of front-line services to its citizens via the 999, 101 and various other services. DPP has one of the highest average speed times of answering calls for 999 across the UK.

Dyfed Powys Police are now seeking to procure an Integrated Communication Control System (ICCS) and Contact Management Solution (including telephony platform) for the Force Control Room based at Headquarters, Carmarthen. Adopting a principle of 'cloud first' we are looking for a cloud based, high availability, easy to maintain and effective next generation ICCS/Contact Management Solution that supports both multichannel voice and digital communications and also interfaces with the current Airwave radio network. The system must also be available within our secondary site, based at our premises in Ammanford which acts as a backup site but this site can also be used as a staff training facility, business continuity events and so on.

## II.1.5) Estimated total value

Value excluding VAT: £25,200,000

#### II.1.6) Information about lots

This contract is divided into lots: No

# II.2) Description

#### II.2.2) Additional CPV code(s)

- 72212333 Contact management software development services
- 32412000 Communications network
- 32573000 Communications control system
- 35712000 Tactical command, control and communication systems

#### II.2.3) Place of performance

**NUTS** codes

- UKL1 West Wales and The Valleys
- UKL24 Powys

Main site or place of performance

Carmarthen

#### II.2.4) Description of the procurement

Competitive procedure with Negotiation

#### II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

## II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

3 x 12 month periods

#### II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

#### II.2.10) Information about variants

Variants will be accepted: No

#### II.2.11) Information about options

Options: No

#### II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

# Section III. Legal, economic, financial and technical information

## III.1) Conditions for participation

# III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As detailed in the procurement documents

#### III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

#### III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

#### III.2) Conditions related to the contract

### III.2.2) Contract performance conditions

As detailed in the procurement documents

#### III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

# Section IV. Procedure

## **IV.1) Description**

#### IV.1.1) Type of procedure

Competitive procedure with negotiation

# IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

# IV.2) Administrative information

## IV.2.2) Time limit for receipt of tenders or requests to participate

Date

26 March 2021

Local time

10:00am

# IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

30 March 2021

## IV.2.4) Languages in which tenders or requests to participate may be submitted

English, Welsh

#### IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

# **Section VI. Complementary information**

## VI.1) Information about recurrence

This is a recurrent procurement: No

## VI.3) Additional information

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at <a href="https://www.sell2wales.gov.wales/search/search\_switch.aspx?ID=108434">https://www.sell2wales.gov.wales/search/search\_switch.aspx?ID=108434</a>

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

The Police and Crime Commissioner for Dyfed Powys has identified the following core outcomes for the 2017-2021 Police & Crime Plan.

Priority 1: Keeping our communities safe

Priority 2: Safeguarding the vulnerable

Priority 3: Protecting our communities from serious threats

Priority 4: Connecting with communities

It is intended that the implementation of this solution will improve the resilience of existing IT services across Dyfed Powys, and enhance operational effectiveness of the Police Service improving communication and access to information and intelligence.

This will improve tasking of assets to ensure they are in the right place at the right time to support both local and national policing incidents and initiatives thereby supporting the outcomes identified above, in particularly our contact with members of the public via 101 and 999 calls. Should the supplier take responsibility for disposal of equipment it shall be completed in an environmentally sustainable method using national accredited standards.

(WA Ref:108434)

The buyer considers that this contract is suitable for consortia.

# VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

**United Kingdom**