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Opportunity

Contact Management Solution

Police and Crime Commissioner for Dyfed-Powys

F02: Contract notice

Notice reference: 2021/S 000-003652

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

https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=108434

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