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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](mailto: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](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

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## **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

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### **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

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## **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)

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### **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](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