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Tender

Case Management System for the OPCC

Thames Valley Police

F02: Contract notice

Notice identifier: 2023/S 000-004271

Procurement identifier (OCID): ocds-h6vhtk-035afc

Published 10 February 2023, 5:24pm

Section I: Contracting authority

I.1) Name and addresses

Thames Valley Police

Police HQ North, Meadow House, The Boulevard, Lang

Kidlington, Oxon

OX5 1NZ

Contact

Daniel Penny

Email

daniel.penny@thamesvalley.police.uk

Telephone

+44 1865000000

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

VAT – GB 180 5571 07

Internet address(es)

Main address

www.thamesvalley.police.uk

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/32823>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=59557&B=BLUELIGHT

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=59557&B=BLUELIGHT

Tenders or requests to participate must be submitted to the above-mentioned address

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

Case Management System for the OPCC

Reference number

TVP00727

II.1.2) Main CPV code

- 72320000 - Database services

II.1.3) Type of contract

Services

II.1.4) Short description

The Victim Code sets out how victims of crime should be treated and what advice, support and practical information is available to them. In order to meet the strict updated demands of the Victims Code, it is necessary that a more robust and flexible Case Management System (CMS) is required to allow non-consent based referrals, as well as the opportunity to work dynamically with approved partners. Without a non-consent option, we are at risk of not adhering to the new legislation and risk victims not receiving critical support.

By way of an Automatic Data Transfer (ADT), the Victims First Hub (VFH) provides the front door into victim services for TVP under a consent model. This requires Thames Valley Police (TVP) officers and staff to ask victims if they would like support, then to go onto NICHE and trigger a referral to the VFH. Under the Victim's Code, all victims have a right to be referred to a support service. Therefore, there is a need to move to a non-consent-based model.

II.1.5) Estimated total value

Value excluding VAT: £220,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48610000 - Database systems
- 48611000 - Database software package
- 48612000 - Database-management system
- 48613000 - Electronic data management (EDM)
- 48614000 - Data-acquisition system
- 64215000 - IP telephone services
- 64216100 - Electronic message services
- 64216110 - Electronic data exchange services
- 64216120 - Electronic mail services
- 72261000 - Software support services
- 72312000 - Data entry services
- 72313000 - Data capture services
- 72314000 - Data collection and collation services
- 72320000 - Database services
- 72321000 - Added-value database services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Kidlington

II.2.4) Description of the procurement

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to work dynamically with approved partners. Without a non-consent option, we are at risk of not adhering to the new legislation and risk victims not receiving critical support.

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II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £220,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

As Described in Tender Document

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.1.2) Economic and financial standing

List and brief description of selection criteria

As described in tender documents

Minimum level(s) of standards possibly required

As described in tender documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

As described in tender documents

Minimum level(s) of standards possibly required

As described in tender documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As described in tender documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.6) Information about electronic auction

An electronic auction will be used

Additional information about electronic auction

Open Procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-022152](#)

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

Date

17 March 2023

Local time

12:05pm

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

English

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

17 March 2023

Local time

12:05pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

contained in tender document

VI.4) Procedures for review

VI.4.1) Review body

Office of the Police and Crime Commissioner for the Thames Valley

Oxford Road

Kidlington

OX5 2NX

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

contained in tender document