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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](mailto: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](http://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](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](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

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## **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

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## **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

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## **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