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Planning

Enabling Services Strategic Review

The Chief Constable of Thames Valley Police

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006716

Procurement identifier (OCID): ocds-h6vhtk-060eb5

Published 26 January 2026, 2:26pm

Scope

Reference

PS25019

Description

Pre-Market Engagement (PME)

Background

Thames valley Police (TVP) is the largest non-metropolitan police force in the country and polices the counties of Oxfordshire, Berkshire and Buckinghamshire. It also provides services to a number of other forces under collaborative arrangements. The force employs nearly 10,000 officers and staff.

TVP, like so many organisations, is looking to improve the quality and efficiency of the services that the People and Financial Directorates and the Tasking & Resilience department (our Enabling Services) provide to the Force and their wider stakeholder requirements. The Enabling Services are therefore looking to transform the quality of the

services it provides in terms of ensuring an excellent customer experience whilst also creating much greater insights to allow the Force to make better decisions. This is all against the backdrop of needing to reduce non-value-added costs and so deliver cashable savings to the Force.

The Force are looking to appoint by competitive process a strategic partner who can ensure we use our current systems to deliver on our ambitions.

Work to date has identified 3 essential first stage requirements.

- the implementation of a Transactional service centre
- Experience in building change programmes alongside the implementation of an integrated IT solution incorporating ITSM, CRM (incl CMDM) and Agentic AI and a single customer front end portal.
- The ability for improved decision making by ensuring that there is appropriate and accurate data/information available at the time required in a format to support decision makers.
- We are looking to appoint a strategic partner capable of delivering not just short-term change but to change the capabilities and culture of the organisation to ensure that continuous improvement becomes a core skill. This will mean that the Force's Enabling Services can manage change as an evolutionary internal process and not need to engage external consultancy support in the future. This will include a set of clear and achievable recommendations as to changes in the structure and delivery mechanisms for change management process and management within the Force. Customer focus and Data maturity sit alongside efficiency.

Followed by a Stage 2 Data Integration (this will be based upon the CMDM integration system).

Budget for the entire project across all phases will be in the region of £4m-£5m.

Contract dates (estimated)

- 1 July 2026 to 30 June 2027
- 1 year

Main procurement category

Services

CPV classifications

- 79400000 - Business and management consultancy and related services

Contract locations

- UKI - London
- UKJ - South East (England)

Engagement

Engagement deadline

18 February 2026

Engagement process description

Event Details:

Date: Early March 2026

Time: Individual timeslots to be confirmed - Please confirm any dates that you CANNOT attend

Duration: 60-90 minutes

Please confirm your availability and provide a short summary of your relevant experience by Noon 18th February 2026 to Rob.Hillier@thamesvalley.police.uk. We will then confirm

your allocated MS-Teams slot to present to TVP.

Further information relating to this project and requirements for presentations can be found in the link below.

<https://www.thamesvalley.police.uk/police-forces/thames-valley-police/areas/au/about-us/our-people/departments-and-teams/procurement/>

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

18 April 2026

Contracting authority

The Chief Constable of Thames Valley Police

- Public Procurement Organisation Number: PQWX-7678-NJGQ

Thames Valley Police - HQ North

Kidlington

OX5 1NZ

United Kingdom

Contact name: Rob Hillier

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Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government