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Contract

Contact Management Solution

Police and Crime Commissioner for Dyfed-Powys

F03: Contract award notice

Notice identifier: 2022/S 000-010890

Procurement identifier (OCID): ocds-h6vhtk-0295ac

Published 28 April 2022, 8:55am

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.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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,580,851

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

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2021/S 000-003652](#)

Section V. Award of contract

Contract No

DPP2021

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 November 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Airwave Solutions.com

Nova south, 160 Victoria Street

London

SW1E5LB

Telephone

+44 738837140

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £2,500,000

Total value of the contract/lot: £3,580,851

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £1,000,000

Proportion: 28 %

Short description of the part of the contract to be subcontracted

Telephony

Section VI. Complementary information

VI.3) Additional information

(WA Ref:120826)

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