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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](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.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.1.6) 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

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## **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](#)

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## **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

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## **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