

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014317-2025>

Planning

Integrated SMS solution for Guardian Command and Control System/ Pronto

Police and Crime Commissioner for Lincolnshire

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

Notice identifier: 2025/S 000-014317

Procurement identifier (OCID): ocids-h6vhtk-0500ab

Published 10 April 2025, 2:17pm

Scope

Reference

CCM/1163

Description

Lincolnshire Police are looking to introduce an SMS platform that can integrate with our existing Guardian command and control system and record management system, via Pronto. Both systems are supplied by Motorola Solutions UK Ltd.

To enable the Customer to develop a comprehensive specification and have an indication of lead in time and potential contract value, we are conducting a Preliminary Market Engagement event under Section 16 of the Procurement Act 2023 for potential suppliers who are able to provide such a solution. The solution will be victim focused and allow for the more efficient use of technology to deal with public contact and the crime journey in a timely

manner.

Contract dates (estimated)

- 1 September 2025 to 30 September 2032
- Possible extension to 30 September 2038
- 13 years, 1 month

Main procurement category

Goods

CPV classifications

- 32571000 - Communications infrastructure
- 32573000 - Communications control system
- 35711000 - Command, control, communication systems
- 48510000 - Communication software package

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Engagement

Engagement deadline

2 May 2025

Engagement process description

Lincolnshire Police are looking to introduce an SMS platform that can integrate with our existing Guardian command and control system and record management system, via Pronto. Both systems are supplied by Motorola Solutions UK Ltd.

To enable the Customer to develop a comprehensive specification and have an indication of lead in time and potential contract value, we are conducting a Preliminary Market Engagement event under Section 16 of the Procurement Act 2023 for potential suppliers who are able to provide such a solution. The solution will be victim focused and allow for the more efficient use of technology to deal with public contact and the crime journey in a timely manner.

As such, Preliminary Market Engagement sessions shall be organised to take place on the 24th and 25th of April 2025.

The system will need to include, but not be limited to, the following:-

- Full integration with the existing Guardian command and control software.
- Allow the user to send an SMS to callers from within the system, advising on matters such as estimated time of arrival (E.T.A). for officer attendance and other related matters.
- Allow the use of drop-down menus (or similar) to allow for pre-defined messages to be sent.
- It must be configurable to show that the message is from Lincolnshire Police.
- The content of the message must be auditable and time and date stamped in the incident log to show the contact made.
- Have the ability to include hyperlinks or QR codes to relevant Lincs Police / Government information to send out to callers.
- Have the ability to automatically send messages to the caller for incidents where the incident types are a specific type - crime prevention, incident number, grading etc.
- Integration with Pronto to allow for messaging to victims regarding crime occurrences, such as crime updates etc. This will need to auto populate with relevant details such as occurrence number, senders' details, etc..

Some of the above needs to be locally configurable so that there is no delay in enabling word changes in the text message content.

The Preliminary Market Engagement events shall take place via MS TEAMS. We envisage this to take no longer than one hour. Please can we request a maximum number of five attendees from each participating supplier.

Please complete and submit Annex 1 of this document with details of your organisation and attendees for the Pre Market Engagement event and your availability on the 24th and 25th of April 2025. We will then confirm your time slot as soon as possible after receiving your response.

Following the Preliminary Market Engagement event, Lincolnshire will then be looking to receive your full written response. Preliminary Market Engagement responses MUST be submitted via the Bluelight Portal <https://sell2.in-tend.co.uk/blpd/home>. The closing time/date for receipt of responses is 12:00 BST on 2 May 2025. You are recommended to upload any documents and your response in sufficient time for it to reach the server prior to the closing time/date of 12:00 BST on 2 May 2025. The server automatically time/date stamps all responses

Contracting authority

Police and Crime Commissioner for Lincolnshire

- Public Procurement Organisation Number: PNBV-7818-LZWL

Police Headquarters, Deepdale Lane, Nettleham

Lincoln

LN2 2LT

United Kingdom

Email: commercial@lincs.police.uk

Region: UKF30 - Lincolnshire

Organisation type: Public authority - sub-central government