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Planning

## **New case management system for victim services**

Thames Valley Police

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-022152

Procurement identifier (OCID): ocds-h6vhtk-035afc

Published 11 August 2022, 1:12pm

### **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

**NUTS code**

UK - United Kingdom

**National registration number**

VAT – GB 180 5571 07

**Internet address(es)**

Main address

<https://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=51596&B=BLUELIGHT](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=51596&B=BLUELIGHT)

Additional information can be obtained from 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**

New case management system for victim services

Reference number

TVP00727

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Thames Valley Police acting as lead Authority for OPCC are seeking tenders for a case management system for victim services, which can receive and make referrals, triage and filter cases, track client support and monitor performance and outcomes. It should also , end and receive SMS and email messages and telephone calls to enable storage of communications between the victim and services and be usable by a number of service providers with appropriate privacy structures between sections of the system,. Services, maintenance and update required with the option to add licenses and merge data from current system to new software.

#### **II.1.5) Estimated total value**

Value excluding VAT: £80,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 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

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

New database that is able to make and receive referrals and triage (filter) victims to the correct action and/ or service.

To send and receive messages and telephone calls and to store all correspondence on victims profiles.

To track support of victims, including case notes and the evaluation of interventions using outcome measures

Track performance of the services and staff using the system

Service, maintain, upgrade (including adding licenses) and customer support.

Able to hide sensitive information, only certain organisations can see specific information/ sections.

We anticipate to run an open procurement process depending on the responses received from this PIN. Bidders maybe asked to participate in an engagement exercise.

### **II.2.14) Additional information**

With your bid return, please submit a short summary on your software database option for us to consider.

### **II.3) Estimated date of publication of contract notice**

28 April 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Off the shelf product is an option with the ability to add upgrade and the addition of custom features (if needed)

Migration of data from current system to new database, support of current system will need to be included until it is shut down

To participate, interested parties (including SMEs, social enterprises, voluntary or community organisation) must be registered on Bluelight with up-to-date contact details to include company name and E mail.