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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

### **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/rwlentrance\_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

# **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

## 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

## Section VI. Complementary information

## VI.3) Additional information

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

Migration of data from current system onew 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.