This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/022152-2022

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 systemto 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.