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Tender

Workforce Planning Software

The Police, Fire and Crime Commissioner

F02: Contract notice

Notice identifier: 2023/S 000-031687

Procurement identifier (OCID): ocds-h6vhtk-040f66

Published 26 October 2023, 5:20pm

Section I: Contracting authority

I.1) Name and addresses

The Police, Fire and Crime Commissioner

North Yorkshire Police Headquarters

North Yorkshire, DL6 1BF

Alverton Court, Cros

Contact

Paul Armstrong

Email

paul.armstrong@southyorkshire.police.uk

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

National registration number

n/a

Internet address(es)

Main address

<https://bluelight.eu-supply.com/>

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=69493&B=BLUELIGHT

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=69493&B=BLUELIGHT

Tenders or requests to participate must be submitted to 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

Workforce Planning Software

Reference number

2094-2023

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Police, Fire & Crime Commissioner for North Yorkshire is conducting a tender for the provision of Work Force Management Software to support service improvement. The contract shall be for a period of 4 years with extension options of 5 periods of 12 months. North Yorkshire Police (NYP) customer contact team faces unprecedented demand & is experiencing significant issues to adequately & efficiently manage resources to comply with national standards for call answering times. Suppliers are invited to offer proposals using a Software as a Service (SaaS) model which meets the requirements set out in the tender documentation. All of the supplier's staff (& any sub-contractors) who shall have access to NYP premises and/or systems will be required to obtain Non-Police Personnel Vetting Level 3 (NPPV3). The supplier who receives the highest score to the tender will be invited to provide a product demonstration to ensure suitability, anticipated to be between 13-18th December 2023.

II.1.5) Estimated total value

Value excluding VAT: £719,500

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

Main site or place of performance

North Yorkshire, DL6 1BF

II.2.4) Description of the procurement

The Police, Fire and Crime Commissioner for North Yorkshire (PFCC) in connection with a competitive procurement for the provision of Work Force Management (WFM) Software. The procurement will be conducted in accordance with the Open Procedure under the Public Contract Regulations 2015 (“the Regulations”).

The intention is to award any resulting contract for a period of 4 years with extension options of 5 periods of 12 months.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £719,500

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

108

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

All details can be found in the attached Instructions to Tenderers document.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.2) Time limit for receipt of tenders or requests to participate

Date

27 November 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 21 May 2024

IV.2.7) Conditions for opening of tenders

Date

27 November 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The Police, Fire and Crime Commissioner for North Yorkshire Police (PFCC) is tendering for the provision of Workforce Management Software (WFM).

The resulting contract will be for the exclusive use of North Yorkshire Police.

For further information follow this link- www.justiceinspectorates.gov.uk/hmic/

The PFCC expressly reserves the right:

(a) not to award a contract as a result of the procurement process commenced by publication of this notice; and

(b) to make whatever changes it may see fit to the content and structure of the tendering competition: and in no circumstances will the PFCC be liable for any costs incurred by the tenderers. Any expenditure work or effort undertaken prior to Contract award is accordingly a matter solely for the commercial judgement of potential suppliers.

The value provided in Sections 11.1.5 and 11.2.6 is only an estimate.

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

7 Rools Buildings, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

Internet address

<http://www.judiciary.gov.uk>