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Planning

999 Call Centre/Control Room Simulation and Assessment Centre

The Police and Crime Commissioner for Surrey

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-035135

Procurement identifier (OCID): ocds-h6vhtk-041d81

Published 29 November 2023, 7:55am

Section I: Contracting authority

I.1) Name and addresses

The Police and Crime Commissioner for Surrey

Guildford

Contact

paige ward

Email

paige.ward@sussex.police.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.surrey-pcc.gov.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

999 Call Centre/Control Room Simulation and Assessment Centre

Reference number

JPS1416

II.1.2) Main CPV code

- 80521000 - Training programme services

II.1.3) Type of contract

Services

II.1.4) Short description

The Police and Crime Commissioner for Surrey ("the Authority") is looking to establish and ascertain the level of market and supplier capability, interest, and experience with the provision of a bespoke and police centred call centre simulation and assessment platform. The system is to be used by the Surrey Police Contact Centre and Force Control Room as part of their pre-employment recruitment programme.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 80521000 - Training programme services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Surrey Police HQ

II.2.4) Description of the procurement

The Police and Crime Commissioner for Surrey ("the Authority") is looking to establish and ascertain the level of market and supplier capability, interest, and experience with the provision of a bespoke and police centred call centre simulation and assessment platform. The system is to be used by the Surrey Police Contact Centre and Force Control Room as part of their pre-employment recruitment programme. The platform must be able to simulate real life 999 call centre/control room situations and measure a number of skills that are essential to the role including: • Multi-tasking • Typing speed • Navigation around a computer package • Listening skills • Ability to keep calm under pressure. The system will need to measure skills that are linked to the College of Policing Competency Values Framework. It will need to incorporate scenarios / situations that are specific to the policing role that the candidate would be undertaking if successful. The platform must be able to process candidates in bulk and import data and export data from/to spreadsheets etc. It must be compliant with equality, diversity and inclusion (EDI) with the ability to be used for individuals with varying needs. Exercises must be timed with the trainers having the ability to provide additional time if reasonable adjustments are required by the candidates. The system must be: • An online platform • Allow multiple users of the system at once • Be available and supported Monday – Friday 08:00-17:00 • Be compliant with UK GDPR • Supplier must hold Cyber Essentials Plus • Be hosted in the UK It is a mandatory requirement of this Contract that the Successful Tenderer and any Additional Appointed Specialists hold, be working towards or be willing to implement, from the commencement and for the duration of the Contract, a Cyber Essentials Certificate and/or ISO27001 and all data to be hosted in the UK or EEA.

II.3) Estimated date of publication of contract notice

1 January 2024

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: No

Section VI. Complementary information

VI.3) Additional information

Suppliers who feel they are able to provide a solution based on the requirements of this Pin should register their interest by emailing: paige.ward@sussex.police.uk by 29th December 2023.