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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): ocids-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](mailto: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

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## **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

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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: No

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## **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](mailto:paige.ward@sussex.police.uk) by 29th December 2023.