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Planning

## **Pre-Market Engagement - Unified Customer Contact and Force Control Room Solution**

York and North Yorkshire Combined Authority

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-055950

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### **Scope**

### **Reference**

2425-0199

### **Description**

North Yorkshire Police (NYP) are exploring market options for a Unified Customer Contact and Force Control Room Solution and welcomes supplier input to address the following core components:

- Contact Management (multi-channel)
- Command and Control
- Integrated Communications Control System (ICCS)

- Telephony

Please search the project via the Bluelight E-procurement portal <https://sell2.intend.co.uk/blpd/home> to access a document with further information, background, questionnaire and detail on forthcoming supplier demonstration opportunities.

### **Contract dates (estimated)**

- 1 January 2027 to 31 December 2036
- 10 years

### **Main procurement category**

Services

### **CPV classifications**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32344270 - Radio and telephone control system
- 32429000 - Telephone network equipment
- 32543000 - Telephone switchboards
- 32573000 - Communications control system
- 35710000 - Command, control, communication and computer systems
- 35711000 - Command, control, communication systems
- 35712000 - Tactical command, control and communication systems
- 42961000 - Command and control system
- 48000000 - Software package and information systems

- 48333000 - Contact management software package
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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## Engagement

### Engagement deadline

23 August 2025

### Engagement process description

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## Contracting authority

## **York and North Yorkshire Combined Authority**

- Public Procurement Organisation Number: PMGQ-6583-JYGR

County Hall, Racecourse Lane

Northallerton

DL7 8AD

United Kingdom

Contact name: James Buckley

Email: [procurement@northyorkshire.police.uk](mailto:procurement@northyorkshire.police.uk)

Region: UKE22 - North Yorkshire CC

Organisation type: Public authority - sub-central government