This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/037495-2025

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 - <u>view information</u> <u>about notice types</u>

Notice identifier: 2025/S 000-037495

Procurement identifier (OCID): ocds-h6vhtk-055950

Published 4 July 2025, 3:08pm

This is an old version of this notice. View the latest version.

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.in-tend.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

Engagement

Engagement deadline

23 August 2025

Engagement process 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.in-tend.co.uk/blpd/home to access a document with further information, background, questionnaire and detail on forthcoming supplier demonstration opportunities.

Contracting authority

York and North Yorkshire Combined Authority

• Public Procurement Organisation Number: PMGQ-6583-JYGR

County Hall, Racecourse Lane

Northallerton

DL78AD

United Kingdom

Contact name: James Buckley

Email: procurement@northyorkshire.police.uk

Region: UKE22 - North Yorkshire CC

Organisation type: Public authority - sub-central government