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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](#)

Notice identifier: 2025/S 000-037500

Procurement identifier (OCID): ocds-h6vhtk-055950

Published 4 July 2025, 3:14pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Deadline for return of questionnaires corrected from 23/08 to 22/08

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

Engagement

Engagement deadline

22 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:

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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

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Region: UKE22 - North Yorkshire CC

Organisation type: Public authority - sub-central government