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Planning

Contact Centre as a Service (CCaaS)

The Chief Constable of Thames Valley Police

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

Notice identifier: 2025/S 000-064642

Procurement identifier (OCID): ocds-h6vhtk-05adfc

Published 13 October 2025, 11:04am

Changes to notice

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

Scope

Reference

TVP001016 - Contact Centre as a Service (CCaaS)

Description

Hampshire and Isle of Wight Constabulary and Thames Valley Police (The Authority) are preparing a scope of requirements for the supply of a Contact Centre as a Service (CCaaS) platform to serve the needs of the Contact Management department that services both forces.

The desired business outcome is; To improve the efficiency & effectiveness of all of our contact channels, in a way which will enhance both the CX & UX whilst delivering the following objectives:

- Increased self-service options for the public
- Improved, more intuitive call routing Increased insight on our demand including abandoned / failed contact
- Reduced handle time for voice and digital
- Improved information capture and data quality

The requirements for the supply of this system will cover the following;

- Inbound Voice Routing (IVR)
- Automatic Call Distribution (ACD)
- Digital Interaction Routing (DIR)
- Workforce Engagement Monitoring (WEM)
- Pre-Packaged Applications
- Applications & Native Communications Connectivity
- Outbound Voice Calling
- Customer Self-Service Automation
- Data Retention, Review & Disposal (RRD)
- Artificial Intelligence (AI)
- Large Language Model (LLM)

Note: The scope for this PME is for the procurement of a CCaaS solution however there

are future planned phases that will involve the procurement of new platforms to replace the existing Customer Relationship Management (CRM), Contact Management Platform (CMP) & Command & Control (C&C) functions.

Total value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2027 to 30 June 2035
- 8 years

Main procurement category

Services

CPV classifications

- 32400000 - Networks
- 32500000 - Telecommunications equipment and supplies
- 48200000 - Networking, Internet and intranet software package
- 48500000 - Communication and multimedia software package
- 48800000 - Information systems and servers
- 48900000 - Miscellaneous software package and computer systems

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom
-

Engagement

Engagement deadline

31 October 2025

Engagement process description

The Authority would like Service Providers to express their interest in premarket engagement before 3pm on 31st October 2025 to procurementict@thamesvalley.police.uk

Please include the following detail in your message: -

- Quoting Reference: TVP01016 - Contact Centre as a Service

(CCaaS)

- Full name

- Company/organisation name

- Contact details (E-mail and phone number)

In return we will send you a CCaaS Questionnaire and Meeting Invitation for a 121 with the Team for a demonstration of your product followed by a Q&A. This demonstration will not be assessed and will support future procurement stages.

This Notice is for information only.

The information contained in this notice, including information relating to the nature and scope of the requirements, the estimated value, the service classification of this requirement and the list of CPV codes, is only indicative of current thinking and is neither exhaustive nor binding and the Authority reserves the right at its absolute discretion to amend it at the time of issue of any further notices or at any other time. The publication of this notice in no way obliges the Authority to commence any competitive tender process. The Authority is not and shall not be liable for any costs incurred by those expressing an interest in participating in this premarket engagement exercise.

Contracting authority

The Chief Constable of Thames Valley Police

- Public Procurement Organisation Number: PQWX-7678-NJGQ

Thames Valley Police - HQ North

Kidlington

OX5 1NZ

United Kingdom

Contact name: Chris Dent

Email: ProcurementICT@thamesvalley.police.uk

Website:

<https://www.thamesvalley.police.uk/police-forces/thames-valley-police/areas/au/about-us/our-people/departments-and-teams/procurement/>

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Hampshire and Isle of Wight Constabulary

Summary of their role in this procurement: Thames Valley Police and Hampshire & Isle of Wight Constabulary have a joint ICT department and the services we are looking to procure as part of this notice will be for both Forces. Thames Valley Police will be undertaking all procurement activities for these services.

- Public Procurement Organisation Number: PLMD-5951-VJRL

Police & Fire Headquarters

Leigh Road, Eastleigh

SO50 9SJ

United Kingdom

Email: procurementict@thamsvalley.police.uk

Region: UKJ35 - South Hampshire

Contact organisation

Contact The Chief Constable of Thames Valley Police for any enquiries.