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Planning

Replacement of Cell Management Systems at South Wales Police Custody Suites

Police and Crime Commissioner for South Wales

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

Notice identifier: 2025/S 000-065707

Procurement identifier (OCID): ocds-h6vhtk-051418 ([view related notices](#))

Published 15 October 2025, 4:40pm

Scope

Reference

JCPS0749

Description

The Police and Crime Commissioner for South Wales has a requirement to replace part or all of the Cell Management System initially at Cardiff Bay Custody Suite, due to the current System approaching end of life. Subsequent works may include further upgrades at Bridgend, Merthyr Tydfil and Swansea sites for all, or some parts of the systems detailed in this notice.

The Custody System will consist of an integrated solution that provides all or part of:

- 1) CCTV, audio and recording equipment
- 2) Affray strip alarm & indication alerts

- 4) Audio recording microphones
- 5) In-cell two-way call system
- 6) Intercoms to doors
- 7) Remote Access & network Integration with existing Cavexa and Tassica systems

Related notice: UK1 Pipeline Notice 2025/S 000-021629

Any subsequent projects at Bridgend, Merthyr and Swansea will be added to the requirement at a later date but are expressly allowed for in the planned process.

Contract dates (estimated)

- 1 October 2026 to 1 October 2033
- 7 years, 1 day

Main procurement category

Goods

CPV classifications

- 32330000 - Apparatus for sound, video-recording and reproduction
- 32340000 - Microphones and loudspeakers
- 32350000 - Parts of sound and video equipment
- 32360000 - Intercom equipment
- 35120000 - Surveillance and security systems and devices
- 42961100 - Access control system

- 50610000 - Repair and maintenance services of security equipment

Contract locations

- UKL15 - Central Valleys
- UKL17 - Bridgend and Neath Port Talbot
- UKL18 - Swansea
- UKL22 - Cardiff and Vale of Glamorgan

Engagement

Engagement deadline

14 November 2025

Engagement process description

The Police and Crime Commissioner for South Wales wishes to explore the market capabilities and appetite for the services listed in this notice, with a view to conducting a procurement in 2025/2026, informed by any relevant findings and outcomes of this Preliminary Market Engagement exercise.

Participation in this Preliminary Market Engagement exercise is voluntary, and non-participation will not preclude any potential supplier taking part in any subsequent procurement competition.

Potential suppliers are asked to have or comment on or commit to having at least:

1. Relevant experience installing this type of integrated and industrial-grade technology suitable for a custodial setting.
2. Two installations capable of visits/reference queries being made by us.

3. Have 24x7x365(6) emergency 2-hour on-site call-out capability for our four sites in South Wales.

4. Capability and capacity to deliver up to four sites in serial or with some overlap over 7 years.

5. These standards or equivalents (or be working towards them in time for the contract award in 2026):

- Cyber Essentials Plus;
- ISO27001:2022;
- NSI Silver accreditation;
- and a commitment to engage with South Wales Police's cyber security initiatives, e.g. remote monitoring of your web-facing cyber vulnerabilities.

The Preliminary Market Engagement exercise may take the form of some or all of these activities:

1. Initial engagement registered via email responses to this Preliminary Market Engagement Notice.

2. An invitation outlining details of a one-to-many presentation by South Wales Police' stakeholders. This may be online or at the Cardiff Bay site or another location. The planned time and date is 10am-Noon Monday 10th November 2025.

3. A recorded one-to-many presentation by South Wales Police' stakeholders to potential Suppliers on the day. Questions will be welcomed at the end of the presentation, and in optional one-to-one meetings, which responders should request when replying to this notice.

4. A series of up to one hour one-to-one meetings with presentations and questions raised by potential suppliers, to set out how the potential supplier will address the requirement. These are planned to start 9am on Tuesday 11th November 2025 and end no later than noon Friday 14th November 2025.

5. Site visits may be offered by potential bidders, and the Commissioner may accept these and document any information the commissioners representative's relay. To ensure fairness and transparency any such information will be added to any future bid collateral.

6. A follow-up questionnaire may be issued by the Commissioner for optional completion by interested parties to further assist the programme.

Please register your interest to attend by contacting swp_procurement@south-wales.police.uk on or before noon 6th November 2025.

A Microsoft Teams invitation will be sent on or about 7th November 2025.

Additional questions may be submitted by email up until noon 1st December 2025.

A summary of answers will then be sent to all attendees and any future bidders when the competition is launched. The presentation recording, and all questions-and-answers will also be included in any subsequent competition phase to ensure a transparent and full set of market engagement collateral and ideas (unless agreed to be proprietary by SWP in its sole discretion) will be shared to ensure no disadvantage to any bidders who did not participate in the engagement event.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Police and Crime Commissioner for South Wales

- Public Procurement Organisation Number: PYVQ-9856-GTXR

Cowbridge Road

BRIDGEND

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Website: <https://www.southwalescommissioner.org.uk/>

Region: UKL17 - Bridgend and Neath Port Talbot

Organisation type: Public authority - sub-central government