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Planning

Workforce Management Solution Optional: Speech and Text Analytics Solution and Combined Workforce Management and Speech and Text Analytics Solution

The Chief Constable of Thames Valley Police

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

Notice identifier: 2025/S 000-079934

Procurement identifier (OCID): ocds-h6vhtk-05ef30

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Scope

Reference

TVP00998

Description

Thames Valley Police and Hampshire and Isle of Wight Constabulary (the Authority) are in the process of defining the scope of requirements for the supply of a Workforce Management Solution. In support of this engagement, the Authority requests information regarding standalone Speech and Text Analytics solutions, as well as integrated approaches combining these capabilities, to ensure the effective delivery of services within the Contact Management department across both forces.

Total value (estimated)

- £1,830,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 April 2026 to 12 April 2031
- 5 years

Main procurement category

Services

CPV classifications

- 32400000 - Networks
- 32500000 - Telecommunications equipment and supplies
- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

2 January 2026

Engagement process description

Thames Valley Police and Hampshire and Isle of Wight Constabulary (the Authority) are in the process of defining the scope of requirements for the supply of a Workforce Management Solution. In support of this engagement, the Authority requests information regarding standalone Speech and Text Analytics solutions, as well as integrated approaches combining these capabilities, to ensure the effective delivery of services within the Contact Management department across both forces.

Summary of Requirement: Workforce Management and Speech & Text Analytics Systems

The Authority seeks to procure a proven, out of the box Workforce Management (WFM) solution and to obtain further understanding of optional solutions incorporating Speech and Text Analytics, including approaches that deliver a combined capability."

Workforce Management System

The WFM system will:

- Replace outdated and unsupported legacy platforms (Pipkins and ShiftTrack/CARM) that lack integration with Avaya AACC7 IVR.
- Enable accurate forecasting of contact demand and optimise staff scheduling to reduce overstaffing and associated costs.
- Improve public service delivery by aligning staffing with demand, reducing wait times, and meeting service level agreements.
- Provide real-time performance monitoring and reporting to support proactive management and continual improvement.
- Support strategic objectives outlined in the National Contact Management Strategic Plan 2023-2028.
<https://www.npcc.police.uk/SysSiteAssets/media/downloads/publications/publications-log/ocal-policing-coordination-committee/2023/npcc-national-contact-management-strategic-plan-2023-2028.pdf>

Speech & Text Analytics Software

The analytics solution will:

- Provide 100% analysis of contact demand, replacing reliance on limited sampling methods.
- Support auditing, quality assurance, risk identification, and training enhancement.
- Enable data-driven decision-making to reduce demand and improve service on 101 and 999 lines.
- Enhance staff welfare, retention, and morale through better workload management.
- Deliver a robust evidence base for continual improvement within the CM101 programme.

This procurement aims to implement scalable, compatible technologies that deliver immediate operational benefits and long-term strategic value.

The desired business outcome is to modernise Workforce Management Capabilities across both forces, to improve staff wellbeing and retention and to improve business understanding of demand to facilitate informed decision making to reduce demand through the following objectives:

- Reduction in staffing costs through optimisation of staffing levels against an accurate call volume and public interactions forecast, ensuring that the right number of agents are scheduled at the right time
- Reduction in call wait times and ensure that the public receive timely assistance within the SLAs set out in the Workforce Management System through effective management of staff schedules
- Enhancing employee performance through tracking performance and productivity, giving managers the tools to identify and deal with any real-time performance issues
- Flexibility to make quick adjustments to schedules to respond to changes such as sudden spikes in call volumes through Real-Time monitoring

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

- Forecasting
- Scheduling
- Real-time monitoring
- Reporting

- Integrations with:

- o Interactive Voice Response (to contact statistics and agent status information, which is crucial for forecasting workload and managing real-time operations)

- o Human Resource (HR) Systems, currently SAP and PeopleSoft. Connecting a WFM system with payroll systems ensures that worked hours are accurately recorded and employees are paid correctly

- o Payroll Systems, currently SAAMI and ESS Lite. Connecting WFM systems with payroll systems ensures that worked hours are accurately recorded and employees are paid correctly

Total value (estimated)

£1,519,500

Workforce Management Solution £1,259,500

Speech & Text analytics £260,000

Contract dates (estimated)

Workforce Management Solution April 2026 - March 3031

Speech & Text Analytics April 2026 - March 2028

Engagement process description

The Authority would like Service Providers to express their interest in premarket engagement by emailing procurementict@thamesvalley.police.uk requesting the questionnaire and additional documentation using the subject title: TVP00998 Workforce Management Solution

Optional: Speech and Text Analytics Solution

and Combined Workforce Management and Speech and Text Analytics Solution

The questionnaire and any supporting documentation should be returned by 15:00 on 02 January 2026.

Please include the following detail in your message: -

- o Quote Reference - TVP00998 Workforce Management Solution

Optional: Speech and Text Analytics Solution

and Combined Workforce Management and Speech and Text Analytics Solution

- o Full name
- o Company/organisation name
- o Contact details (E-mail and phone number)
- o Completed questionnaire
- o Completed NDA document
- o Completed Conflicts of interest document

If further engagement is considered necessary, suppliers will be invited to a one to one meeting with the team to provide a demonstration of their solution, followed by a Q&A session. Please note that this demonstration will not be formally assessed but is intended to inform and 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.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

The Chief Constable of Thames Valley Police

- Public Procurement Organisation Number: PQWX-7678-NJGQ

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Kidlington

OX5 1NZ

United Kingdom

Email: procurementict@thamesvalley.police.uk

Website: <https://www.thamesvalley.police.uk/>

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government