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Pipeline

The provision of force control room transformation technology

The Police, Fire and Crime Commissioner for Northamptonshire

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Description

The provision of force control room transformation technology.

Over the next 3 years, Northamptonshire Police will undertake a technology change programme to enhance public contact and optimise incident management capabilities. This initiative is driven by the need to meet evolving business requirements, deliver an improved experience for citizens and manage current technology lifecycles.

Following an internal review, the Force has identified key capabilities necessary to strengthen citizen engagement, optimise contact management, improve operational efficiency, and better manage both contact and incident demand effectively.

These capabilities will be addressed through a series of initiatives covering the below areas:

Inbound Non Emergency Contact Analysis

Contact Capture

Conversational Contact Automation

Proactive After Contact Engagement

Unified Contact Management

Workforce Management

Workflow Automation

Citizen Interaction Management

Incident Management Optimisation

We remain open to various delivery approaches for implementing the required capabilities. It could be that they are fulfilled through a single platform or by multiple distinct but integrated technology solutions or a hybrid of the two approaches. The specific approach will be determined during the commercial phases and supplier engagement.

This is expected to be a significant investment by the Force, with the primary objectives of this programme to deliver a robust, scalable, and future ready technology that meets the needs of both citizens and the Force.

By adopting modern technologies, Northamptonshire Police will be equipped to manage demand within the Force Control Room efficiently while ensuring flexibility to adapt to future requirements. This transformation will enable the Force to operate a modern contact centre that supports its mission to Fight Crime and Protect People.

The authority is hoping to undertake PME in January 2026 to help inform our requirements for this technology.

Contract dates (estimated)

- 31 August 2026 to 30 August 2030
- 4 years

Main category

Goods

CPV classifications

- 48100000 - Industry specific software package

Contract locations

- UKF24 - West Northamptonshire

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

9 March 2026

Procedure

Procedure type

Open procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

The Police, Fire and Crime Commissioner for Northamptonshire

- Public Procurement Organisation Number: PQZB-4253-GCQD

Darby House ,Darby Close ,Park Farm Industrial Estate

Wellingborough

NN8 6GS

United Kingdom

Email: commercial@northants.police.pnn.uk

Website: <https://northamptonshire-opfcc.my.site.com/s/Welcome>

Region: UKF25 - North Northamptonshire

Organisation type: Public authority - sub-central government