

Pre-market Engagement (PME): CRM System to Integrate with a CCaaS Platform for Police Control Room & Contact Centre

1. Introduction

HIOWC & TVP is seeking information from qualified suppliers regarding the provision of a **Customer Relationship Management (CRM)** system that will **integrate with a new Contact Centre as a Service (CCaaS) platform** currently being procured for our Police Control Room and Contact Centre environments.

The purpose of this PME is to understand market capabilities for CRM solutions that can operate seamlessly alongside, and fully integrate with, the CCaaS platform to support emergency (999), non-emergency (101), and digital public contact services.

This PME does not constitute a tender and is issued solely for information gathering.

Organisational Background

HIOWC & TVP operates a 24/7 Police Control Room and Contact Centre managing:

- 999 emergency calls
- 101 non-emergency calls
- Digital channels: email, webforms, SMS, live chat, social media

The force is in the process of implementing a new CCaaS platform to modernise call handling and digital engagement.

The CRM system sought through this PME must integrate effectively with this CCaaS platform to provide a unified operational experience.

Purpose of the PME

This PME will help the force:

- Understand CRM products capable of integrating with the CCaaS platform being introduced
- Explore capabilities for case management, contact history, vulnerability recording, and workflow automation
- Identify required APIs, data flows, and standards for integration
- Understand implementation requirements, pricing models, and support arrangements

1. High-Level Functional Requirements

1.1 CRM Capabilities

Suppliers should outline how their CRM:

- Captures and manages public contact interactions once routed by the CCaaS
- Provides unified customer/contact history linked to CCaaS records
- Supports structured workflows for incidents, enquiries, and follow-up
- Displays previous interactions when a call or digital interaction is presented by the CCaaS

1.2 Integration with the CCaaS Platform

- How the CRM integrates with common CCaaS platforms (e.g., Storm, Genesys Cloud, Amazon Connect, Five9, etc.)
- Mechanisms for **screen-pops** triggered by CCaaS interactions
- Ability to consume CCaaS interaction metadata (call IDs, queue names, timestamps, transcripts)
- Capability to reflect CCaaS omnichannel contact (voice, email, chat, social) within CRM histories

Suppliers should clearly state:

- Tested integrations already available

1.3 Digital Contact Integration

Suppliers should describe how the CRM:

- Receives digital interactions routed through the CCaaS
- Supports case creation from webforms, emails, chat, and social submissions
- Integrates with chatbots or virtual assistants (where applicable)

2. Technical & Security Requirements

2.1 Architecture & Deployment

Suppliers should outline:

- Cloud deployment model (SaaS preferred)
- UK data residency
- High availability architecture – 99.99%

- Scalability for heavy operational demand
- APIs and standards supported (REST, Webhooks, streaming events)

2.2 Security & Compliance

Information required on:

- UK GDPR compliance
- ISO 27001, Cyber Essentials Plus, SOC2
- Role and attribute-based access control
- Auditing and monitoring

2.3 Integration with Other Systems

List CRM integrations with:

- The new CCaaS platform (mandatory)
- Command & Control systems
- Records Management Systems
- Workforce Management Systems (if applicable)

3. Implementation, Support, and Commercials

3.1 Implementation

Please describe:

- Typical deployment timeline
- Data migration approach

3.2 Support

Include details on:

- 24/7 support availability

3.3 Commercial Model

Suppliers should provide indicative costs for:

- Indicative one-off implementation costs (setup, migration, integration, training, testing).
- Indicative annual recurring costs (licensing/subscription, support, hosting).
- Optional modules and premium features.
- Scalability pricing (additional users, integrations,)

- Professional services
- Hosting and support

4. Supplier Information

Please include:

- Company overview including working with public sector clients and ideally police customers

Response Instructions

Suppliers should provide:

- A written response (Word or PDF)
- Technical documentation regarding CCaaS integration
- Data flow or architecture diagrams
- Demonstration materials (if available)

This PME is issued solely for information-gathering purposes. It does not constitute a commitment to purchase and does not form part of any procurement process.