

Pre-market Engagement (PME): CAD Licensing, Deployment Costs, and Commercial Models

This document is a Pre-market Engagement (PME): intended to gather non-binding, budgetary-level pricing and commercial model details from CAD vendors. It is not a tender and does not commit the organisation to purchase.

1. Introduction

HIOWC & TVP is seeking indicative pricing, licensing models, and commercial options for modern Computer-Aided Dispatch (CAD) platforms. This PME will inform a potential future procurement exercise.

2. Objectives of the PME

The objective is to obtain non-binding, budgetary-level pricing and commercial structures for CAD solutions suitable for UK policing, including (but not limited to):

- - Management of the Incident management process
- - Call handling (999/101)
- - Radio/telephony/ICCS integration
- - Mapping & GIS – embedded mapping or integration into GIS
- - Mobile device access
- - AI/NLP-enhanced decision support
- - Interfaces to RMS/PNC/PND and other policing systems
- - High availability & disaster recovery - availability SLAs and uptime guarantees

3. Information Requested

3.1 Organisational & Licensing Overview

- - Summary of your CAD solution and deployment model (cloud, hybrid, on-prem).
- - Licensing approach (per user, per dispatcher position, enterprise licence, SaaS subscription, concurrent models, etc.).
- - Multi-year contract structures

3.2 Price Estimate Request (Non-Binding)

Please provide budgetary-level pricing for:

- Up to 450 dispatch roles (these are shift based, non-concurrent roles)
- 800 contact centre staff (these are shift based, non-concurrent roles)
- Other required licence types for a typical police deployment
- For reference the indicative officer numbers are HIOWC – 3400, TVP - 5000

Please provide:

- - 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,)

3.3 Technical & Integration Questions

- - Supported integrations (RMS, ICCS, PNC/PND, ESN, GIS, telephony, radio, analytics).
- - Details of interfacing technology / APIs for future integrations

4. Implementation & Deployment

- - Typical implementation timelines.
- - Migration support and data conversion.

Vendor Response Format & Instructions

Please submit:

- - Completed PME in Word or PDF.
- - Pricing tables in Excel.
- - Product brochures or architecture diagrams.
- - References to existing deployments (if applicable).

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.