



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 24/04/2026

2026/428 - DMS Duty Management System

In response to your recent request for information regarding;

I am writing to request information under the Freedom of Information Act 2000 regarding the Duty Management System (DMS) procurement process initiated by North Wales Police in 2025.

Please can you provide the following information:

Confirmation as to whether a contract has been awarded as a result of this tender process.

If a contract has been awarded:

a. The name of the successful supplier(s); b. The date of contract award; c. The total contract value and duration.

Awarded to TotalMobile Ltd via CCS RM1557, commences 01/04/2026 to 31/03/2029 with a 1 year extension

Total Value: £1,247,557

If a contract has not been award

a. The current status of the procurement (e.g. ongoing, paused, cancelled); b. Any anticipated timelines for next steps or re-procurement.

The names of the suppliers who were shortlisted or invited to final tender stage (if applicable).

Copies of any award notices, decision notices, or evaluation summaries (redacted where necessary).

N/A.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 23/04/2026

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

**Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
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