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Planning

Replacement for Records Management System for 9 Police Forces

7 Force Commercial Services

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-000537

Procurement identifier (OCID): ocds-h6vhtk-04ce48

Published 8 January 2025, 3:16pm

Section I: Contracting authority

I.1) Name and addresses

7 Force Commercial Services

Suffolk Constabulary

Martlesham Heath

IP5 3QS

Email

farzad.zeb@beds.police.uk

Country

United Kingdom

Region code

UKH1 - East Anglia

Internet address(es)

Main address

<https://7force.force.com>

Buyer's address

<https://7force.force.com>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://7force.force.com>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Replacement for Records Management System for 9 Police Forces

Reference number

7F- 2024-I383

II.1.2) Main CPV code

- 79996100 - Records management

II.1.3) Type of contract

Services

II.1.4) Short description

The current police Records Management System (RMS) (Athena) serves a collaboration of 9 police forces under a single shared IT solution.

II.1.5) Estimated total value

Value excluding VAT: £120,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79996100 - Records management

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

To allow data sharing across the four key functional pillars of Case, Custody, Intelligence and Investigation, on a centrally hosted/managed environment. If you have already registered interest via the previous PIN, this is noted and there is no need to re-register.

II.2.14) Additional information

The current police Records Management System (RMS) (Athena) serves a collaboration of 9 police forces under a single shared IT solution to allow data sharing across the four key functional pillars of Case, Custody, Intelligence and Investigation, on a centrally hosted/managed environment.

The purpose of this Prior Information Notice is to gain an understanding of the latest developments/ innovations and capabilities for a cloud-based police/law enforcement records management solution. This includes exploring the potential use of technologies such as artificial intelligence, robotic process automation, facial recognition, transcription and must have data quality automation and the ability to work with mobile devices built in. The collaboration of 9 Forces wish to establish the level of market interest in participating in the procurement process. At this stage, information gathered through market consultation may be used to inform internal business planning, requirements capture and any subsequent procurement process; and will NOT be appraised in any future tender evaluation exercise.

Participation or non-participation in this preliminary market consultation exercise shall not prevent any supplier participating in any potential procurement process, nor is it intended that any information supplied shall place any supplier at an advantage or disadvantage in any forthcoming procurement process. For the avoidance of doubt, this is the scoping phase of the project and is not part of a formal procurement process.

The Procurement will be for a managed services agreement (up to a term of 10 years (tbc)) for the delivery of software and related services through a single supplier or suppliers.

Description of the procurement

We wish to explore suppliers' ability to innovate, develop and deploy a secure, agile, always on, resilient, cloud-based Records Management System (RMS). The solution MUST provide the four key pillars of Intelligence, Investigation, Case Management & Custody but could also include other elements such as property management. The solution must incorporate the ability to input and output information to and from mobile and fixed devices in a manner appropriate for the device being used and with full interoperability between the various platforms. The user experience will be of paramount importance including ease of use, simplicity in training and automated tips/guidance as and when inconsistencies in input data are detected. Mandated metadata and automated cross checking will also need to be incorporated to ensure input information is as accurate and specific as it can be and to avoid duplicates/incorrect information storage. Open interfaces and interoperability will also be an important consideration for current and future flexibility and ensure ease of access to core police data for a multiplicity of needs. The current RMS system is a fully integrated, web-based information and communications

technology solution managing business critical core policing processes and workflow, including:

- Intelligence Management
- Investigation Management
- Protection of Vulnerable People
- Anti-Social Behaviour
- Defendant Management (Custody and Case preparation)
- Warrants Management
- Digital Public Contact
- Problem Solving Platform
- Data Analytics

There are 34,000 registered users.

Average daily peak is ~ 6000 users.

Average system usage over previous 12 months: (Also see data in Section VI -Complimentary Information)

- Arrests: 2.9m
- Cases: 2.4m
- Custody: 1.9m
- Investigations: 14m
- Documents: 50m
- Intelligence reports: 5.7m
- Object Link count within Athena RMS: 593m

Current Interfaces are to multiple third-party policing technology systems, including:

- Police National Database (PND)
- Police National Computer (PNC)
- Crown Prosecution Service
- Police force mobile phone devices

The contracting authorities referred to in Section I.1, as contracting authorities for their respective police forces, will shortly undertake a competitive flexible procurement to appoint a supplier to provide and fully manage a highly resilient, police records management system. The successful supplier(s) will be required to work alongside representatives from the contracting authorities and relevant third parties, to implement, and configure the system to the requirements of the contracting authorities including the provision of appropriate resources to support this. The successful supplier(s) may be required to enter into either a single contract with all contracting parties, or individual contracts with each contracting party. **PLEASE Note - this is the second iteration of the PIN Notice therefore suppliers already expressed an interest in the previous notice do not need to resubmit response as we want to extend our market test - SEE ATTACHMENT FOR FURTHER DETAILS**

II.3) Estimated date of publication of contract notice

6 April 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This is second iteration of the PIN published September 2025 therefore to further test market - suppliers that have expressed an interest do not need to resubmit interest.