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Tender

Met Business Services (MBS) Enterprise Resource Planning (ERP), Resource Management (RM), Business Process Outsourcing Services (BPO) and Systems Integration (SI)

Metropolitan Police Service

F02: Contract notice

Notice identifier: 2025/S 000-001429

Procurement identifier (OCID): ocds-h6vhtk-04d068

Published 15 January 2025, 6:42pm

Section I: Contracting authority

I.1) Name and addresses

Metropolitan Police Service

New Scotland Yard

LONDON

SW1A2JL

Contact

Shaz Dawood - Commercial Manager

Email

shariya.dawood@met.police.uk

Telephone

+44 7388387335

Country

United Kingdom

Region code

UKI32 - Westminster

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://met.police.uk/>

Buyer's address

https://supplier.coupa.com/quotes/public_events?customer=metpolice

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

https://supplier.coupa.com/quotes/public_events?customer=metpolice

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://supplier.coupa.com/quotes/public_events?customer=metpolice

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

Met Business Services (MBS) Enterprise Resource Planning (ERP), Resource Management (RM), Business Process Outsourcing Services (BPO) and Systems Integration (SI)

Reference number

Reference number: Coupa New Event #1895, Coupa Old Event #1756

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority currently outsources:

- Elements of HR, Finance and Commercial services (business process outsourcing), including the provision of the supporting ERP system (P-SOP (a Policing version of Oracle e-Business Suite)). The current contract expires in September 2027.
- Resource Management (RM), a duties management software solution with the current contract to expire December 2026.

The Authority intends to re-procure this suite of services and software solutions to support our frontline operations and underpin the delivery of an efficient and effective Shared Services function (both internal and through a BPO provider).

The Authority objective is to deliver truly user centric end to end solutions, whilst getting the best value for money for the organisation.

II.1.5) Estimated total value

Value excluding VAT: £370,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package
- 48219300 - Administration software package
- 48411000 - Investment management software package
- 48441000 - Financial analysis software package
- 48450000 - Time accounting or human resources software package
- 48490000 - Procurement software package
- 72211000 - Programming services of systems and user software
- 72212450 - Time accounting or human resources software development services
- 72212451 - Enterprise resource planning software development services
- 72250000 - System and support services
- 72261000 - Software support services
- 72265000 - Software configuration services
- 72267000 - Software maintenance and repair services
- 72310000 - Data-processing services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72900000 - Computer back-up and catalogue conversion services
- 79211110 - Payroll management services

- 79211120 - Sales and purchases recording services
- 79400000 - Business and management consultancy and related services
- 79630000 - Personnel services except placement and supply services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Authority is seeking to re-tender a number of services under the banner of 'Met Business Services' (MBS) primarily the existing Business Processing Outsourcing Services, ERP and Resource management requirements consisting of:

- The Authority is seeking a Master Vendor (Supplier) to provide the service described below, the Supplier will bear the full risk for all subcontractors, however, the Authority may require the ability to enforce the Supplier's contracts directly via third party rights in subcontracts;
- Business Process Outsourced (BPO) services (including but not limited to Finance, HR, Commercial) to replace and transform the current services, noting:
- Recruitment Process Service (RPO) will make up a significant portion of the overall BPO service;
- Payroll and Pension management is included within HR services;
- Systems Integration (SI) required for the implementation of the Oracle Fusion ERP, RM software solution, including the associated systems integrations;
- Business change services to support the delivery of new BPO and RM operating models;
- Professional services to support the Authority in managing and delivering the BPO and RM solutions (as required);
- Management via subcontract of the ERP (Oracle Fusion).
- Selection and management of the Resource Management (RM) solution via a subcontract for a solution encompassing modules such as, duties and time management, event planning, rostering, enhanced MI; and

- Management of all associated suppliers within this supply chain.

Software Solution Contracting

i. ERP

- The Authority intends to use Oracle Fusion as the ERP. Suppliers will be asked to provide a commercial submission for Oracle as a subcontractor.
- Note: The Authority is also investigating a compliantly procured agreement directly with Oracle for the Bill of Materials (BOM) pricing.
- The Authority reserves the right to compare pricing at a later stage, and choose the most economically advantageous option.
- The MV will manage Oracle regardless of the how the licenses are purchased.

ii. Resource Management (RM)

- Suppliers will be asked to provide a technical and commercial submission for a subcontracted RM solution. Please note the following considerations for this part of the requirement:
 - o The Supplier can select one RM solution to include in its tender;
 - o The RM solution suppliers can engage with multiple Suppliers;
 - o Because a single RM solution supplier may be included in multiple master vendor Suppliers' responses at SQ and Initial Tender stage, the Authority would advise against exclusivity arrangements between the RM solution suppliers and any Supplier prior to BAFO stage.
 - o Suppliers may change their RM solution supplier at any time up to BAFO stage with consent from the Authority, provided any replacement RM solution supplier passes the SQ selection process (including pass/fails and gated questions).
 - o The Authority will not permit inclusion at BAFO stage of any RM solution suppliers which do not / have not passed the SQ process (including pass/fails and pass/fail threshold questions)
 - o There will be minimum threshold questions in respect to the RM solution at SQ stage
 - o The Authority reserves the right to remove the RM solution supplier from its requirements at any time and may (at its sole discretion) conduct a separate procurement

for the RM solution

o The Supplier will be required to manage any subsequent RM solution subject to commercial agreements/arrangements

• The Authority reserves the right to:

o Assess the BPO, ERP and RM elements of the Supplier's responses independently

Services are further described in the Descriptive Document published with this Contract Notice.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £370,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

3 October 2025

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

The estimated contract term is up to 10 years on the following basis:

• up to 2 years for design, build, transition, and implementation

- up to 5 years run (which will correspondingly decrease if the Transition/Implementation period is extended over 2 years)
- up to 2 years Authority option to extend (1+1)
- up to 1 year termination assistance

Following the SQ stage, the Authority will identify the Bidders with the top five to six total scores (and no fails), provided there are five to six suitably qualified Bidders. The Authority intends to shortlist those five or six (5 or 6) Bidders to the next stage of the tender process (Initial Tender).

The award criteria will be published in full in the relevant stage of the Invitation to Tender - and will be made clear in the tendering event.

£370,000,000 excluding inflation over 9-10 years, for the Authority based on pre-market engagement projections and an expected increase in automation by the market. However, value of up to £1,000,000,000 to potentially allow other associated organisations to access these services, through the Authority contract

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

List and brief description of conditions

In accordance with Regulations 57, 58 and 60 of the Public Contracts Regulations 2015, tenderers will be assessed in accordance with the Public Contract Regulations 2015, on the basis of information provided in response to the Selection Questionnaire.

Procurement documentation will be issued to Bidders via the Coupa Portal ([insert link]) following signature of a Non-Disclosure Agreement and/or Ethical Walls Agreement. Additionally, information required to respond to this SQ will be contained in Data Room 1, which will be stored on Box.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Completion of the Government Financial Assessment Viability and Risk Tool is required.

Contract performance conditions may relate in particular to social and environmental considerations.

Procurement documentation will be issued to Bidders via the Coupa Portal. As required in the PIN notice for the event, this information is provided to bidders who have completed an NDA. Additionally, information required to respond to this SQ will be contained in Data Room 1, which will be stored on Box.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

17 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 October 2026

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Suppliers Instructions:

- Interested Suppliers should register their interest via Coupa and confirm the SINGLE contact email.
- Signature of a Non-Disclosure Agreement and/or Ethical Walls Agreement is required to enable access to Data Room 1.
- Bidders must provide e-mail details of their representatives in order for the Authority to grant those representatives access to Data Room 1.

The scope of the contract will be flexible to the requirements of the Authority over the life of the contract, and to functional and innovative developments in the sector during that period.

With that in mind, additional functionality may be purchased from the contracted supplier in line with the modification of contract provisions of the Public Contracts Regulations 2015.

The authority reserves the right to:

- (i) withdraw from the procurement process; and/or
- (ii) not to award any contract as a result of the competition called for by this notice; and/ or
- (iii) to make whatever changes it may see fit to the structure, timing, dates and content of the competition.

The authority shall not be liable for any costs or expenses incurred by any candidates in considering and/or responding to the procurement process. All discussions and meetings will be conducted in English. Tenders and supporting documents must be priced in pound sterling and all payments under the contract will be made in pound sterling.

The Authority will identify the Bidders with the top five (5) total scores, provided there are five (5) suitably qualified Bidders. The Authority intends to shortlist those five (5) Bidders

to the next stage of the tender process. The shortlist shall (subject to the number of eligible SQ responses being at least 5) contain a minimum of 5 Bidders who:

- Complete the information requested in Part 1 (Applicant Information of Bidding Model)
- Pass, are not excluded, under any of the grounds in Part 2 (Mandatory and Discretionary Exclusion Grounds)
- Pass all aspects of the SQ evaluation which are assessed on a Pass / Fail basis, eligibility requirements in Part 3 (Selection Questions (threshold questions));

Note: for Parts 2 and 3 if the Bidder fails a pass/fail question the Authority may (at its sole discretion) disqualify you from this process and your tender will not proceed to the next stage;

- achieve the five highest scores in respect to Part 3 (Technical and Professional Ability) (subject to the below).

In the event:

- that the total SQ score of the sixth placed Bidder is within 10% of the fifth placed Bidder, the Authority reserves the right to invite the sixth placed Bidder to the next stage of the tender process. Should the total score between the fifth and sixth placed Bidder be more than 10% the sixth placed Bidder will not be invited to the next stage. Further detail on evaluation methodology is provided at Appendix 3 (SQ Evaluation Methodology).
- five or less Bidders meet the eligibility requirements and Pass the Pass/Fail and Threshold Questions (Eligible Submission) of this SQ, the Authority reserve the right to shortlist all of those five (or less, if less Eligible Submissions are received) without evaluating the evaluated questions of this SQ or to shortlist less than five Bidders.

VI.4) Procedures for review

VI.4.1) Review body

Metropolitan Police Service

New Scotland Yard

Victoria Embankment

SW1A2JL

Country

United Kingdom