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Contract

Dynamic decision and Case Management System

Police Digital Service

F03: Contract award notice

Notice identifier: 2025/S 000-008198

Procurement identifier (OCID): ocds-h6vhtk-03dc39

Published 6 March 2025, 1:10pm

Section I: Contracting authority

I.1) Name and addresses

Police Digital Service

20 Gresham Street,

LONDON

EC2V 7JE

Contact

Victoria Barton

Email

victoria.barton@pds.police.uk

Telephone

+44 7890917474

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

08113293

Internet address(es)

Main address

<http://pds.police.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/94392>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Dynamic decision and Case Management System

Reference number

PDSCN-165-2022

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Dynamic decision and Case Management System (Previously referred to as National Policing Proactive Information and Recording Management Solution (NP21RM)). This procurement is for a single supplier Framework Agreement providing an interoperable ICT solution for Law Enforcement organisations within proactive investigations/operations.

Capabilities will include, but not limited to;

- End-to-end case management.
- Decision logging
- Decision support
- Synergistic Capability

Suppliers are required to meet the security and qualification requirements to enable access to the documentation.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £15,236,589

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Police Digital Service intends to implement a Framework Agreement (via a Competitive Procedure with Negotiation) which allows police forces, other law enforcement agencies and public bodies to call off the services. The high-level requirements include, but are not limited to, the following:

(i) Business application development – (development of new applications, integration with existing systems and interfaces with external systems);

(ii) Business application/s support and maintenance – (support and maintenance of production application systems, business continuity management, upgrades to applications resulting from technology changes);

(iii) Desktop services - (end to end desktop managed service, virtual desktop infrastructure, virtual and thin solutions, remote access, integration and interface management between third party desktop provided services and other services provided under this PIN);

(iv) System integration (service management, service desk/helpdesk, event management, incident management, problem management, request fulfilment, common service operations, access management, application support management, ICT facilities management, change management, configuration management, knowledge management, release planning, release management, service catalogue management, service level management, capacity management, availability management, service continuity, information security management, supplier management and network management);

and

(v) Provision of Hardware and Commercial Off the Shelf (COTS) Software – (licensing of

proprietary or open-source software including underlying database systems, maintenance, provision of third-party items, configuration and implementation services).

Scope of project across UK policing, wider law enforcements and its partners.

These capabilities and services are envisioned to be introduced, in one coherent solution, across proactive police operations i.e. planned, deliberate investigations/operations which may include, but not limited to the following:

- Serious Organised Crime (SOC) investigations and associated operations at all levels (force, regional and national) including the sensitive intelligence network;
- Counter Terrorism Policing investigations and associated operations at all levels (force, regional and national);
- Fugitive/manhunt investigations and associated operations at all levels (force, regional and national);
- Kidnap/crime in action response investigations and associated operations at all levels (force, regional and national);
- Cyber incidents and investigations/operations across the ROCU Cybercrime Units and Force Cybercrime Units in UK policing; and
- Any planned operation where there is a clear or implied threat to life (TTL) in which the operation invokes a response under Article 2 of the Human Rights Act 1998, placing an obligation on law enforcement agencies to take reasonable steps to protect a person whose life is in 'Real and Immediate Danger'.

Over the duration of the agreement scope may change to meet legislative and/or policy changes. Hosting of the solution is to be determined please refer to the Tender documents. All estimated values in this notice include all hosting costs, however the final requirements will be provided within the documentation.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 55

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 35

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement term is 7 years, part of the 7 years will be the Development Period and the Trial Year. There is an option for the Company to extend the Framework by up to 3 years.

Call-Off Contract term is for 6 years, for early adopting forces 1 year of the 6 year term will be the Trial Year.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Suppliers are required to meet the security requirements;

Vetting –to have a minimum of either current NPPV3 or SC clearance issued by the Warwickshire Police National Contractor Vetting Scheme (NCVS), evidence of which must be provided prior to the NDA being issued.

NDA – must be signed and returned. On receipt the Bidder will be provided access to the relevant tender pack.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-018018](#)

Section V. Award of contract

Contract No

1

Title

Dynamic decision and Case Management System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 March 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Black Rainbow Ltd.

Dundaniel House,

Inishannon, Co

County Cork

Email

nikki.moscrop@blackrainbow.com

Telephone

+44 7831919676

Country

Ireland

NUTS code

- IE - Ireland

National registration number

607194 (Irish Company Registration Number)

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £15,236,589

Section VI. Complementary information

VI.3) Additional information

The procurement is in support of a project vision of:

"A consistent, robust and trusted approach to complete case management, contemporaneous recording of decision-making and operational responses for all UK police forces and nationally coordinated law enforcement structures that are charged with conducting operations where the threat to public and officer safety may be high. This initiative will focus on the end user of intelligence and wider situational awareness that supports effective decision-making."

This procurement will also support the wider Police Digital Strategy 2030 and be an enabler of "aligning around a national vision for police data and technology. This will be borne from the architectural principles we apply, and will guide our investments."

Documents will be restricted view for those individuals who have met the minimum stated security requirements. Should suppliers withdraw from the process at any stage, all documentation must be securely disposed of and confirmation provided via EU Supply (Bluelight)

ALL communication regarding the NDA and security vetting MUST be sent to Commercial@pds.police.uk FAO Victoria Barton REF: DDaCS 75881

All communication regarding all other matters MUST be sent via EU Supply (Bluelight) messaging

NB: NO OTHER FORM OF COMMUNICATION WILL BE ACCEPTED FOR THIS STAGE OF THE OPPORTUNITY.

Bidders who have already provided an updated NDA and vetting status as part of the pre-procurement market engagement are not required to resubmit this evidence.

VI.4) Procedures for review

VI.4.1) Review body

High Court

7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Bidders should refer to Clause 35 of the Draft Terms and conditions.