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Tender

## **CRM System (FCR)**

The Police and Crime Commissioner for Bedfordshire  
The Police and Crime Commissioner for Hertfordshire  
The Police and Crime Commissioner for Cambridgeshire  
The Police and Crime Commissioner for Norfolk  
The Police and Crime Commissioner for Suffolk  
The Police, Fire and Crime Commissioner for Essex  
The Police and Crime Commissioner for Kent

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Notice identifier: 2025/S 000-008492

Procurement identifier (OCID): ocds-h6vhtk-04eae5

Published 10 March 2025, 11:51am

## **Scope**

## **Description**

Force Control Room Suite of Communication systems - User Journey, Citizen's Portal, and Customer Relationship Management Systems

## **Commercial tool**

Establishes a framework

## **Total value (estimated)**

- £9,000,000 excluding VAT
- £10,800,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 1 October 2025 to 1 October 2028
- Possible extension to 1 October 2030
- 5 years, 1 day

Description of possible extension:

2 x 12 months

## **Main procurement category**

Services

## **CPV classifications**

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

## **Contract locations**

- UKH - East of England

## **Lot constraints**

Description of how multiple lots may be awarded:

- Lot 1 User Journey • Lot 2 Citizen Portal • Lot 3 Customer Relationship Management
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## **Lot a2USi000000T3NVMA0. Lot 1 - User Journey**

### **Description**

Automated, configurable communications via SMS or email using pre-defined rules/data triggers to provide information to members of the public following contact with a force, allowing them to be kept informed of the progress of their interactions in line with Victims Code of Practice (VCoP).

### **Lot value (estimated)**

- £1,200,000 excluding VAT
- £1,440,000 including VAT

Framework lot values may be shared with other lots

### **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot a2USi000000T3P7MAK. Lot 2 - Citizen Portal**

### **Description**

Members of the public can access a secure and easy to use personal portal to self-serve status updates for crime reports made to a force and access other relevant information.

### **Lot value (estimated)**

- £400,000 excluding VAT
- £480,000 including VAT

Framework lot values may be shared with other lots

### **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot a2USi000000T3QjMAK. Lot 3 - Customer Relationship Management**

### **Description**

CRM system will hold information from multiple channels i.e. telephone, email, image uploads etc and make appropriate fast-paced connections to allow Force Control Room operators to have greater access to information and better support the public.

### **Lot value (estimated)**

- £2,600,000 excluding VAT
- £3,120,000 including VAT

Framework lot values may be shared with other lots

### **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Framework**

### **Maximum number of suppliers**

Unlimited

### **Maximum percentage fee charged to suppliers**

0%

## **Further information about fees**

N/A

## **Framework operation description**

Direct Award to Contractor

## **Award method when using the framework**

Without competition

## **Contracting authorities that may use the framework**

All Home Office Police Forces

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## **Participation**

### **Legal and financial capacity conditions of participation**

**Lot a2USi000000T3NVMA0. Lot 1 - User Journey**

**Lot a2USi000000T3P7MAK. Lot 2 - Citizen Portal**

**Lot a2USi000000T3QjMAK. Lot 3 - Customer Relationship Management**

The minimum annual turnover requirement from bidding participants per Lot per annum, is as follows; Lot 1 User Journey £1.2 million Lot 2 Citizen Portal £400k Lot 3 Customer

Relationship Management £2.6 million If bidding for ALL Lots, a minimum annual turnover of £4.2 million will be required.

## **Technical ability conditions of participation**

**Lot a2USi000000T3NVMA0. Lot 1 - User Journey**

**Lot a2USi000000T3P7MAK. Lot 2 - Citizen Portal**

**Lot a2USi000000T3QjMAK. Lot 3 - Customer Relationship Management**

Please refer to the Non-Functional Requirements detailed within the Supplier Documents pack.

## **Particular suitability**

**Lot a2USi000000T3NVMA0. Lot 1 - User Journey**

**Lot a2USi000000T3P7MAK. Lot 2 - Citizen Portal**

**Lot a2USi000000T3QjMAK. Lot 3 - Customer Relationship Management**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

## **Enquiry deadline**

10 April 2025, 1:00pm

## **Submission type**

Requests to participate

## **Tender submission deadline**

17 April 2025, 1:00pm

## **Submission address and any special instructions**

All submissions to be made via the Atamis e-tendering portal; <https://7force.force.com/login>

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

30 September 2025

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## **Award criteria**



**Lot a2USi000000T3NVMA0. Lot 1 - User Journey**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Quality	Benefit Delivery 10% Meeting KPIs 5% Functional Requirements 20% Solution Integration 10% Solution Support 4% Non- Functional Requirements 16%	Quality	65.00%
Price	Total Cost of System 25% Rebate Mechanism 5%	Price	30.00%
Social Value	Social Value 5%	Price	5.00%

**Lot a2USi000000T3P7MAK. Lot 2 - Citizen Portal****Lot a2USi000000T3QjMAK. Lot 3 - Customer Relationship Management**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Quality	Benefit Delivery 5% Meeting KPIs 5% Functional Requirements 20% Solution Integration 15% Solution Support 4% Non- Functional Requirements 16%	Quality	65.00%
Price	Total Cost of System 25% Rebate Mechanism 5%	Price	30.00%
Social Value	Social Value 5%	Price	5.00%

## Other information

### Description of risks to contract performance

1. Complex Interoperability with systems & software across the region (NFRs) 2. Poor Security & Cybersecurity controls 3. Difficulty with legacy data / transition of historical data 4. Inability or restrictions with the Integration & Interoperability of solution with current Force systems

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

Stage 1 - PSQ & Initial Tender Stage 2 - Negotiation Phase Stage 3 - Final Written Tender  
Stage 4 - Post Tender Negotiations with Preferred Bidder

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## Documents

### Associated tender documents

[Vol 2. Specification Requirements Document - Final \(2\).pdf](#)

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## Contracting authorities

### The Police and Crime Commissioner for Bedfordshire

- Public Procurement Organisation Number: PMYD-4367-RCGW

Bedfordshire Police HQ Bridgebury House, Woburn Road,

Kempston

MK43 9AX

United Kingdom

Contact name: Esther Beaumont

Email: [esther.beaumont@essex.police.uk](mailto:esther.beaumont@essex.police.uk)

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

Region: UKH24 - Bedford

Organisation type: Public authority - sub-central government

## **The Police and Crime Commissioner for Hertfordshire**

- Public Procurement Organisation Number: PPMD-2748-DXXY

Harpenden Police Station, 13 Vaughan Road

Harpenden

AL5 4GZ

United Kingdom

Contact name: Esther Beaumont

Email: [esther.beaumont@essex.police.uk](mailto:esther.beaumont@essex.police.uk)

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

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government

## **The Police and Crime Commissioner for Cambridgeshire**

- Public Procurement Organisation Number: PYNN-7542-TPNQ

PO Box 688

Huntingdon

PE29 9LA

United Kingdom

Contact name: Esther Beaumont

Email: [esther.beaumont@essex.police.uk](mailto:esther.beaumont@essex.police.uk)

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

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government

## **The Police and Crime Commissioner for Norfolk**

- Public Procurement Organisation Number: PGQM-8624-MNJX

Jubilee House, Falconers Chase

Wymondham

NR18 0WW

United Kingdom

Contact name: Esther Beaumont

Email: [esther.beaumont@essex.police.uk](mailto:esther.beaumont@essex.police.uk)

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

Region: UKH17 - Breckland and South Norfolk

Organisation type: Public authority - sub-central government

## **The Police and Crime Commissioner for Suffolk**

- Public Procurement Organisation Number: PDLT-3241-XVCD

Police Headquarters, Portal Avenue, Martlesham Heath

Ipswich

IP5 3QS

United Kingdom

Contact name: Esther Beaumont

Email: [esther.beaumont@essex.police.uk](mailto:esther.beaumont@essex.police.uk)

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

Region: UKH14 - Suffolk

Organisation type: Public authority - sub-central government

## **The Police, Fire and Crime Commissioner for Essex**

- Public Procurement Organisation Number: PPBL-4276-QHPM

Kelvedon Park, London Road, Rivenhall

Witham

CM8 3HB

United Kingdom

Contact name: Esther Beaumont

Email: [esther.beaumont@essex.police.uk](mailto:esther.beaumont@essex.police.uk)

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

Region: UKH34 - Essex Haven Gateway

Organisation type: Public authority - sub-central government

## **The Police and Crime Commissioner for Kent**

- Public Procurement Organisation Number: PLZD-7548-CLJY

Kent Police HQ, Sutton Road

Maidstone

ME15 9BZ

United Kingdom

Contact name: Esther Beaumont

Email: [esther.beaumont@essex.police.uk](mailto:esther.beaumont@essex.police.uk)

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

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government

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## Contact organisation

Contact [The Police and Crime Commissioner for Bedfordshire](#) for any enquiries.