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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

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-008506

Procurement identifier (OCID): ocids-h6vhtk-04eaf0

Published 10 March 2025, 12:07pm

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
-

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.

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.

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.

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

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)

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

Award criteria

Lot a2USi000000T3NVMA0. Lot 1 - User Journey

Name	Description	Type	Weighting
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

Name	Description	Type	Weighting
Quality	Benefit Delivery 5% Functional Requirements 25% 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%

Name	Description	Type	Weighting
Social Value	Social Value 5%	Price	5.00%

Lot a2USi000000T3QjMAK. Lot 3 - Customer Relationship Management

Name	Description	Type	Weighting
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

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

Documents

Associated tender documents

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

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

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

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

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

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

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

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

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

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government

Contact organisation

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