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Contract

Serious Fraud Office - Case Management System Tender

SERIOUS FRAUD OFFICE

F03: Contract award notice

Notice identifier: 2025/S 000-009874

Procurement identifier (OCID): ocds-h6vhtk-04af92

Published 18 March 2025, 11:46am

Section I: Contracting authority

I.1) Name and addresses

SERIOUS FRAUD OFFICE

2-4 Cockspur Street

LONDON

SW1Y5BS

Contact

Daniel Fagan

Email

daniel.fagan@sfo.gov.uk

Telephone

+44 2072397495

Country

United Kingdom

Region code

UKI32 - Westminster

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.sfo.gov.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Law Enforcement - Investigation and Prosecution

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Serious Fraud Office - Case Management System Tender

Reference number

SFO-CMS-P24

II.1.2) Main CPV code

- 48311100 - Document management system

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Serious Fraud Office (SFO) is seeking to procure a Case Management System (CMS).

The SFO aims to acquire proven, 'off-the-shelf', cloud-based software, that is configurable and has sufficient flexibility to be adapted to suit our specialist needs.

Flexibility and adaptability will be crucial factors in deciding any winning bid. These qualities will permit SFO to maintain resilience against inevitable change, as the successful bid must represent a long-term solution that will continue to provide benefits and add value over time.

In order to ensure adequate conformance to our unique operational requirements, the SFO is looking to contract with a specialist provider active in the criminal justice marketplace, with experience of implementing similar products for public sector bodies.

The winning bidder will be responsible for the technical configuration and implementation of their solution, and must have the capacity and ability to deliver results on time and to budget.

As a result of the sensitivity of the cases we tackle, the SFO requires that any winning solution must be either deployed on a UK located cloud service, or compatible with an existing UK located cloud service. We cannot consider bids where this prerequisite is not met.

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: £8,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The SFO intends to acquire and implement a Case Management System via this procurement.

The solution in question must be cloud-based, 'off the shelf', and of sufficient flexibility to be configurable to meet our specialist needs as an agency that both investigates and prosecutes complex economic and financial crime.

The procurement will acquire a long-term solution to meet this requirement, and the winning solution must therefore be iterative by design and nature, to future-proof the system and ensure it continues to add value and benefit to the business over the course of the contract's term.

II.2.5) Award criteria

Cost criterion - Name: Quality / Weighting: 70%

Cost criterion - Name: Price / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

The contract will have a 5 year extension clause on an annual renewal basis, i.e. 10 +1, +1, +1, +1, +1.

II.2.14) Additional information

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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: [2024/S 000-033922](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 March 2025

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Clue Computing Company Limited

Clue House, Petherton Road, Hengrove

Bristol

BS14 9BZ

Country

United Kingdom

NUTS code

- UKK11 - Bristol, City of

Companies House

01715616

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £4,548,750

Total value of the contract/lot: £4,548,750

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court - London

London

Country

United Kingdom