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Planning

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

Metropolitan Police Service

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-029235

Procurement identifier (OCID): ocds-h6vhtk-049a4d

Published 12 September 2024, 12:25pm

Section I: Contracting authority

I.1) Name and addresses

Metropolitan Police Service

New Scotland Yard, Victoria Embankment

LONDON

SW1A2JL

Contact

Debby Ebanks

Email

Debby.Ebanks@met.police.uk

Telephone

+44 7554116067

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/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

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

Coupa New - 1807 Coupa Old 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 Metropolitan Police Service (MPS) is entering into a market engagement exercise to engage with potential suppliers of the MPS's future contracting opportunities for the supply of Met Business Services (MBS) solution which includes,

- Business Process Outsourcing (BPO) Services,
- Enterprise Resource Planning (ERP) Solution / Software,
- Resource Management (RM) Solution/ Software,
- Systems Integration Services (for the above scope).

II.1.5) Estimated total value

Value excluding VAT: £400,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Metropolitan Police Service (MPS) currently outsources transactional HR, Finance and Commercial services to Shared Services Connected Limited (SSCL), including the provision of the supporting ERP system (P-SOP). The current contract expires in September 2027. Additionally, MBS utilises Resource Management (a duties management solution) software from Zetron/NEC, with the current contract to expire December 2026.

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

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

MPS is entering into a market engagement exercise to help test early hypotheses, build out our solution and inform our proposed commercial strategy.

Given the scale and complexity of the requirement MPS is likely to consider consortium bids under a lead / master vendor approach.

For the purposes of PME we are particularly interested in responses from:

- System Integrators (SI's)
- Business Process Outsource (BPO) Service Providers
 - o Multi specialism Outsource (BPO) Service Providers
 - o Recruitment Process Outsource (RPO) Service Providers
 - o Payroll Outsource Service Providers

- ERP technology solution providers
- RM technology solution providers

For the purposes of the pre-market engagement phase, MPS is keen to hear from vendors who may provide some or all of the above components and would not wish to limit responses to those solely from master vendors at this time. Therefore we encourage interest from various tiers in the supply chain.

To ensure efficient use of respondents and MPS's time please consider the following prior to registration.

This service is a business critical service which will involve the processing of a large amount of personal data in regard to our staff and officers. Therefore, MPS is likely to require supplier or sub-contractors to be able to agree to (as a minimum):

- o A general liability cap of £20,000,000
- o A liability cap in respect to loss or corruption of data and data breaches of £20,000,000
- o Cyber insurance covering losses as a result of cyber-attack and/or data breaches, of at least £5,000,000.

Respondents will have relevant experience in their area of expertise, e.g. at least three examples of when they have provided similar services of a similar value, scale, scope and complexity to a similar (or larger) sized government, police organisation or other organisation.

Respondents capable of providing a significant number of vetted staff to enable them to provide this service

Respondents will be required to allow MPS to undertake a full financial assessment

II.2.14) Additional information

The initial market engagement has been conducted but further engagement in Resource Management is required, if you are interested please see COUPA event #1807.

II.3) Estimated date of publication of contract notice

1 July 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No