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Planning

AMS Procurement - Market Engagement

The Mayor's Office for Policing And Crime

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-035556

Procurement identifier (OCID): ocids-h6vhtk-05548b

Published 26 June 2025, 5:45pm

Scope

Reference

2219

Description

Application Management Services Procurement 2219

The contracting Authority ('Authority') in relation to this notice is the Mayor's Office for Policing and Crime (MOPAC), on behalf of the Metropolitan Police Service (MPS).

The scope of services is organised into key service areas and described at high level

below, these are split into the 'Core Services' and 'Optional Services'. It should be highlighted at this stage that all services listed could be delivered by the successful Supplier, but the volume and introduction date of the 'Optional Services' may be varied at the sole discretion of the Authority. The commencement of the 'Core Services' is due to start on the Service Commencement Date, which may be deferred at the discretion of the Authority. The Authority expects the split of services below to remain the same, but

some amendments may be made between this notice and the UK4 Request to Participate Notice.

Core Services

- Tower Service Management (TSM) - Service Management functions that are delivered by the Supplier that are essential to the correct running of both ITIL service and the integration of other services within the MPS ecosystem
- Application Management Services (AMS) - The effective support and maintenance of Applications within the MPS estate, to ensure a highly available and maintained estate with IT Service Continuity Management at the heart of the Service.
- Applications Security - Aligned to industry best practice, integrated with the specific security functions and the Managed Security Service Provider (MSSP) to ensure that all services are delivered in a highly secure manner with data and users protected throughout all aspects of the service.

Optional Services

- Managed Cloud - The effective support and maintenance of deeper elements of the application and associated technology stack in order to give a greater level of end-to-end accountability for application service and performance
- Digital Workplace - The effective support and maintenance of software and associated technology that manages End User Devices and allows end users to access the tools and platforms they need to work effectively regardless of location.
- Agile - Agile Application development methodologies to augment the existing capability within MPS and to further enhance the capability in order to mature the service

The purpose of this Preliminary Market Engagement Notice is to notify the market of the opportunity of the MPS AMS procurement and to provide information of how to participate in the engagement.

The MPS is looking to contract with a Supplier to deliver support for circa 50 applications (although this figure may change during the procurement) of varying size, complexity and business criticality. Whilst the relative importance of the applications supported vary, they all play a vital role in enabling the Authority to fulfil its mission of delivering more trust, less crime and high standards. The MPS is looking for a partner who can deliver the core scope of the obligations to a high standard as these are crucial for the running of the service. The optional services may be brought into scope over the life of the contract at the discretion of the Authority and the supplier will be required to show their capability in this area. The successful supplier will also have the potential to deliver project and

change work, based on delivery of the Core Services and at the behest of the Authority.

The current MPS estate operates as a two-tower model comprising of an Infrastructure Tower and an Applications Tower with overarching process integration and cyber security services provided by the Infrastructure Tower. The Authority expects the AMS Supplier to work closely with the Infrastructure Supplier to facilitate their role as service integrator. The Authority operates a number of other strategic vertical applications which the supplier may need to interact with on an ad hoc basis.

The Authority wants to ensure that there is adequate resilience built into its supplier ecosystem and that there are no conflicts between the AMS Service and the management of the overarching service provided by the Infrastructure Supplier. The Authority therefore reserves the right to include exclusivity of supply between the Infrastructure and AMS suppliers i.e. the same supplier cannot fulfil both contracts (as either the primary Bidder, consortia member or subcontractor). Where a Bidder submits a tender to become the AMS supplier, it shall be construed that it acknowledges and agrees to the restriction outlined above.

The procurement will build upon and develop the current delivery model, leveraging modern technologies to provide a data led, silent and frictionless service. These enhanced services will be proactive, agile and flexible delivering an improved user experience, providing benefit to both operational and frontline policing whilst offering greater value for money.

Total value (estimated)

- £350,000,000 excluding VAT
- £420,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 3 October 2026 to 3 October 2031
- Possible extension to 3 October 2033
- 7 years, 1 day

Main procurement category

Services

CPV classifications

- 48517000 - IT software package
- 72000000 - IT services: consulting, software development, Internet and support
- 30200000 - Computer equipment and supplies
- 32400000 - Networks
- 32500000 - Telecommunications equipment and supplies
- 48000000 - Software package and information systems
- 48610000 - Database systems
- 48612000 - Database-management system
- 48614000 - Data-acquisition system
- 48620000 - Operating systems
- 48625000 - Open systems operating systems
- 48628000 - Micro-channel architecture
- 48700000 - Software package utilities
- 48800000 - Information systems and servers
- 48900000 - Miscellaneous software package and computer systems
- 51300000 - Installation services of communications equipment
- 51600000 - Installation services of computers and office equipment
- 72200000 - Software programming and consultancy services

- 72211000 - Programming services of systems and user software
- 72212000 - Programming services of application software
- 72212200 - Networking, Internet and intranet software development services
- 72212210 - Networking software development services
- 72212218 - License management software development services
- 72212326 - Mapping software development services
- 72212517 - IT software development services
- 72261000 - Software support services
- 72262000 - Software development services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 72266000 - Software consultancy services
- 72267000 - Software maintenance and repair services
- 72267100 - Maintenance of information technology software
- 72268000 - Software supply services
- 72315000 - Data network management and support services
- 72315100 - Data network support services
- 72317000 - Data storage services

Contract locations

- UKI - London
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Engagement

Engagement deadline

15 July 2025

Engagement process description

The Engagement for this opportunity is split into three stages:

- Completion of a response to the Market Sounding Questionnaire (MSQ) to assist the Authority in evolving its thinking and approach. The MSQ is available immediately once an interested party has registered interest (process described below).
- Attendance at a Market Engagement (ME) session from 1:00- 3:00pm on 9 July 2025. This will be a broadcast session on Teams by the Authority to elaborate the scope of provision with the opportunity for interested parties to ask questions about the process.
- The procurement itself, which is subject to a UK4 Request to Participate (Tender Notice)

The Market Engagement (ME) session is from 1:00- 3:00pm (GMT) on 9 July 2025.

The deadline for the response to the Market Sounding Questionnaire (MSQ) is 14 July 2025 at 17:00 (GMT).

The indicative timescales and deadline for participation in the procurement are detailed in the MSQ.

To register your interest please access the messaging function on Coupa Portal via event reference 2219, listing the full name of your organisation, whether your interest is likely to be as a primary Bidder, consortia member or subcontractor, attendees' details (including name, role, contact telephone number and email address). This will enable the Authority to give you access to the MSQ and invite you to the ME event.

The virtual Market Engagement (ME) session will be from 1:00- 3:00pm (GMT) on 9th July 2025.

A Microsoft Teams link will then be sent to the attendees.

The event will cover the following agenda items:

- Welcome from Chief Digital Data and Technology Officer
- MPS Background/ DDAT background, structure and operating model
- Core Scope
- Optional Scope
- AMS Procurement Strategy
- o Principles
- o Timeline
- o Commercial Approach
- Close

Please note that the ME session will be recorded on Teams and available in the Data Room following issue of the UK4 Request to Participate (Tender Notice). The Authority would also appreciate it if interested Parties could review and fill out a response to the Market Sounding Questionnaire (MSQ). The deadline for completion will be at 17:00 (GMT) on 14 July 2025 and no submissions will be considered after this date and time.

The Authority intends to run the resulting procurement further to this notice as a Competitive Flexible Procedure as described in section 20 of the 2023 Procurement Act. This will be subject to a UK4 Request to Participate (Tender Notice).

Submission

Publication date of tender notice (estimated)

25 July 2025

Contracting authority

The Mayor's Office for Policing And Crime

- Public Procurement Organisation Number: PHDV-6374-MVWD

2nd The Queen's Walk

London

SE12AA

United Kingdom

Contact name: Laura Hurst

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

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government