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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 000-040016

Procurement identifier (OCID): ocds-h6vhtk-04c75b

Published 11 December 2024, 7:29pm

Section I: Contracting authority

I.1) Name and addresses

Metropolitan Police Service

New Scotland Yard

LONDON

SW1A2JL

Contact

Shaz Dawood

Email

shariya.dawood@met.police.uk

Telephone

+44 7388387335

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

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

2024-000092

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 Authority currently outsources:

- Elements of HR, Finance and Commercial services (business process outsourcing), including the provision of the supporting ERP system (P-SOP (a Policing version of Oracle e-Business Suite)). The current contract expires in September 2027.
- Resource Management (RM), a duties management software solution with the current contract to expire December 2026.

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

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

II.1.5) Estimated total value

Value excluding VAT: £370,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package
- 48219300 - Administration software package
- 48441000 - Financial analysis software package
- 72200000 - Software programming and consultancy services
- 72300000 - Data services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72900000 - Computer back-up and catalogue conversion services
- 79211110 - Payroll management services
- 79211120 - Sales and purchases recording services
- 79400000 - Business and management consultancy and related services
- 79630000 - Personnel services except placement and supply services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Authority is seeking to re-tender a number of services under the banner of 'Met Business Services' primarily the existing Business Processing Outsourcing Services, ERP and Resource management requirements consisting of:

- The Authority is seeking a Master Vendor (Supplier) to provide the service described below, the Supplier will bear the full risk for all subcontractors, however, MPS may require the ability to enforce the Supplier's contracts directly via third party rights in subcontracts;
- Business Process Outsourced (BPO) services (including but not limited to Finance, HR, Commercial) to replace and transform the current services, noting:

- Recruitment Process Service (RPO) will make up a significant portion of the overall BPO service;
- Payroll and Pension management is included within HR services;
- Systems Integration (SI) required for the implementation of the Oracle Fusion ERP, RM software solution, including the associated systems integrations;
- Business change services to support the delivery of new BPO and RM operating models;
- Professional services to support the Authority in managing and delivering the BPO and RM solutions (as required);
- Management via subcontract of the ERP (Oracle Fusion).
- Selection and management of the Resource Management (RM) solution via a subcontract for a solution encompassing modules such as, duties and time management, event planning, rostering, enhanced MI; and
- Management of all associated suppliers within this supply chain.

Contract Duration

The estimated contract term is up to 10 years on the following basis:

- up to 2 years for design, build, transition, and implementation
- up to 5 years run (which will correspondingly decrease if the Transition/Implementation period is extended over 2 years)
- up to 2 years Authority option to extend (1+1)
- up to 1 year termination assistance

Software Solution Contracting

i. ERP

- The Authority intends to use Oracle Fusion as the ERP. Suppliers will be asked to provide a commercial submission for Oracle as a subcontractor.
- Note: The Authority is also investigating a compliantly procured agreement directly with Oracle for the Bill of Materials (BOM) pricing.

- The Authority reserves the right to compare pricing at a later stage, and choose the most economically advantageous option.
- The MV will manage Oracle regardless of the how the licenses are purchased.

ii. Resource Management (RM)

- Suppliers will be asked to provide a technical and commercial submission for a subcontracted RM solution. Please note the following considerations for this part of the requirement:
 - o The Supplier can select one RM solution to include in its tender;
 - o The RM solution suppliers can engage with multiple Suppliers;
 - o Because a single RM solution supplier may be included in multiple, master vendor Suppliers' responses at SQ and Initial Tender stage, the Authority would advise against exclusivity arrangements between the RM solution suppliers and any Supplier prior to BAFO stage.
 - o Suppliers may change their RM solution supplier at any time up to BAFO stage with consent from the Authority, provided any replacement RM solution supplier passes the SQ selection process (including pass/fails and gated questions)
 - o The Authority will not permit inclusion at BAFO stage of any RM solution suppliers which do not / have not passed the SQ process (including pass/fails and pass/fail threshold questions)
 - o There will be minimum threshold questions in respect to the RM solution at SQ stage
 - o The Authority reserves the right to remove the RM solution supplier from its requirements at any time and may (at its sole discretion) conduct a separate procurement for the RM solution
 - o The Supplier will be required to manage any subsequent RM solution subject to commercial agreements/arrangements
- The Authority reserves the right to:
 - o Assess the BPO, ERP and RM elements of the Supplier's responses independently

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

II.2.14) Additional information

- The initial Pre Market Engagement (PME) phase was completed over the summer 2024 and this marks the next phase of commencement of the tender
- The Authority expects Supplier personnel to go through vetting in accordance with the Authority's standard procedures.
- Suppliers should have identified their subcontractor(s) by 10th February 2025 (so that their chosen subcontractor(s) is included in their SQ response), this includes any subcontracts you may enter for:
 - BPO
 - SI
 - RM
 - ERP (Oracle)
 - RPO (where appropriate)
 - Payroll and/or Pension (where appropriate)
- Please note: the Master Vendor can be from any sector, e.g., a BPO or SI could act as prime for this requirement. The corresponding service aspect will then need to be subcontracted accordingly by this party.
- For financial assessment, we require a turnover of £750m. This may change in advance of the tender launch and the Authority reserve the right to adjust accordingly.
- The Authority intends to use the Financial Viability and Risk Assessment Tool (FVRAT) to assess economic and financial standing of the Supplier and main sub-contractor(s).
- The ITT and other tender documentation will be issued at initial tender stage (approximately Early March 2025 based on the current timetable).
- All prospective Suppliers will need to enter standard MPS Non-Disclosure Agreements (NDA) to be allowed access to the Selection Questionnaire and the Data Room 1. You can access the standard NDA via the Coupa link provided within this Notice. Any failure to submit your signed NDA by Early January 2025 may delay your access to the data room, and Suppliers will not be afforded additional time to access the data room in this event.
- Existing suppliers will need to enter an Ethical Wall Agreement (EWA), where they might

have access to information relevant to this procurement. You can access the standard EWA via the Coupa link provided within this Notice. Any failure to submit your signed EWA by Early January 2025 may delay your access to any tender documentation and the data room, and Suppliers will not be afforded additional time to access the data room in this event.

- ALL communication relating to this event needs to be sent via the Coupa event only. Please see Coupa New Event #1895
- All information in this PIN, including the total contract value, is the current best estimate and may be revised prior to the Contract Notice. For the avoidance of doubt, we are awaiting final approvals before we release the Selection Questionnaire but we feel it is fair to the market to give enough time as possible to form partnerships
- Data hosting and BPO Service Delivery:
- MPS architecture sets out cloud computing standard, data sovereignty must be within the UK.
- BPO Service delivery team shall be based within the UK.

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

Value excluding VAT: is circa £350 million-£370 million excluding inflation over 9-10 years, for the Authority based on pre-market engagement projections and an expected increase in automation by the market. However, value of up to £1,000,000,000 to potentially allow other associated organisations to access these services, through the MPS contract.

MPS do not warrant or guarantee this estimate of value.

Reference number: Coupa New Event #1895 , Coupa Old Event #1756

This event is linked to previous event notice

<https://www.contractsfinder.service.gov.uk/Notice/98e71688-605a-4f67-b27b-b978db7b3c16>

II.3) Estimated date of publication of contract notice

15 January 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