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Tender

## **AMS PSQ**

The Mayor's Office for Policing And Crime

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

Notice identifier: 2025/S 000-049278

Procurement identifier (OCID): ocds-h6vhtk-0582f9

Published 15 August 2025, 4:48pm

## **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

Extension by two weeks to the clarification and submission deadline to accommodate the holiday season.

## **Scope**

## **Reference**

2271

## Description

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.

### 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)**

- 6 April 2026 to 6 October 2031
- Possible extension to 6 October 2033
- 7 years, 6 months, 1 day

Description of possible extension:

Option to extend for maximum of 24 months.

### **Options**

The right to additional purchases while the contract is valid.

Provision of Digital Workplace Services

Provision of Managed Cloud services

Provision of DevOps services

### **Main procurement category**

Services

### **CPV classifications**

- 30200000 - Computer equipment and supplies

- 32400000 - Networks
- 32500000 - Telecommunications equipment and supplies
- 48000000 - Software package and information systems
- 51300000 - Installation services of communications equipment
- 51600000 - Installation services of computers and office equipment
- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UKI - London
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### **Submission**

#### **Enquiry deadline**

3 September 2025, 12:00pm

#### **Submission type**

Tenders

#### **Tender submission deadline**

16 September 2025, 12:00pm

#### **Submission address and any special instructions**

<https://metpolice.coupahost.com>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

5 March 2026

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### **Award criteria**

<b>Name</b>	<b>Type</b>
Capability Response	Quality

### **Weighting description**

At PSQ stage the award criteria will be 100% of quality submissions against technical criteria.

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### **Other information**

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

Procurement Specific Questionnaire

Down Select of vendors as per instructions in PSQ

Invitation to Tender Stage

Clarification and Negotiation Stage

Best and Final Offer Stage

Contract Award

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## **Documents**

### **Associated tender documents**

[Competitive\\_Flexible\\_Tender\\_PSQ\\_-\\_AMS\\_Procurement\\_v1.0.docx](#)

Competitive\_Flexible\_Tender\_PSQ\_-\_AMS\_Procurement\_v1.0.docx -

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## **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: Ben Harrison

Email: [benjamin.harrison@met.police.uk](mailto:benjamin.harrison@met.police.uk)

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Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government