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Contract

## **Appian platform licensing – CMS 2025**

The Independent Office for Police Conduct

F03: Contract award notice

Notice identifier: 2025/S 000-057386

Procurement identifier (OCID): ocids-h6vhtk-059c5b

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### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Independent Office for Police Conduct

10 South Colonnade, Canary Wharf

London

E14 4PU

#### **Email**

[dorothy.eke@policeconduct.gov.uk](mailto:dorothy.eke@policeconduct.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://www.policeconduct.gov.uk>

#### **I.4) Type of the contracting authority**

Body governed by public law

#### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Appian platform licensing – CMS 2025

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Renewal of an existing contract with Appian for the provision of the Appian software platform upon which our Case management system is built.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

The Independent Office for Police Conduct (IOPC) has made a strategic investment in the development of its Case Management System (CMS) using the Appian platform. To continue leveraging the benefits of this investment and maximise the return on investment it is essential to maintain access to the Appian software through ongoing licensing. Appian licences are available directly from Appian or through a limited number of partners, with licensing typically bundled with development services. The IOPC has chosen to separate licensing from development to retain flexibility and avoid vendor lock-in. There is an absence of competition offering Appian licensing independently of development services and able to offer a continuation of the same licensing we currently benefit from.

#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The Independent Office for Police Conduct (IOPC) proposes a direct award for the renewal of Appian platform licences. This approach is based on a combination of strategic, operational, and commercial considerations that support continuity, value for money, and risk mitigation.

#### 1. Maximising Return on Investment

The IOPC has invested significantly in the development of its Case Management System (CMS) on the Appian platform. Continuing with Appian licensing ensures the organisation can fully leverage this investment, avoiding the disruption, cost, and risk associated with migrating to an alternative platform.

#### 2. Direct Relationship with Appian

The IOPC has maintained a strong and effective direct relationship with Appian over the past four years. This relationship enables direct engagement for platform and licensing queries, ensuring timely and accurate support. It is unclear whether the same level of responsiveness and direct access would be preserved if licences were procured through a third-party reseller, potentially introducing delays or communication barriers.

#### 3. Separation of Build and Platform Contracts

Suppliers that build on the Appian platform typically bundle licensing and development services into a single contract. The IOPC has deliberately avoided this model to reduce dependency on a single supplier. By separating the licensing and build contracts, the IOPC retains the flexibility to change development partners without impacting the licensing arrangement. This approach has proven effective in reducing organisational risk and remains a key principle in the ongoing procurement strategy.

#### 4. Limited Supplier Competition

Limits the potential for meaningful competition in the licensing-only market, making a direct award the most practical and commercially sound option.

#### 5. Continuation of Current Contract Terms

Appian will continue to offer the existing licensing model. This model is particularly advantageous during periods of organisational growth, as it provides predictable costs and scalability.

#### 6. Operational Continuity

Appian underpins critical operational services within the IOPC. Procuring licences directly from the platform vendor ensures continuity of service, avoids compatibility issues, and maintains compliance with existing configurations and support arrangements.

#### 7. Strategic Procurement and Commercial Control

Separating the licensing and development contracts allows the IOPC to negotiate each element independently, ensuring better commercial control, transparency, and value for money.

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

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract**

### **Contract No**

NAT/2025/24

### **Lot No**

N/A

### **Title**

Appian platform licensing – CMS 2025

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Independent Office Police Conduct

10 South Colonnade, Canary Wharf

London

E14 4PU

Country

United Kingdom