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Tender

Provision of Lot 1: Victim Insights Platform and Lot 2 Public Perception Surveying

Police and Crime Commissioner for West Midlands

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

Notice identifier: 2025/S 000-057613

Procurement identifier (OCID): ocds-h6vhtk-059ce2 ([view related notices](#))

Published 18 September 2025, 11:08am

Scope

Description

West Midlands Police is inviting Tenderers for two distinct lots aimed at enhancing our understanding of our services to victims and wider public confidence in policing. The first lot focuses on procuring a Victim Insights Platform, while the second lot involves undertaking comprehensive Public Perception Surveying.

Further details of requirements and how bidders can respond are found in the ITT pack and relevant appendices.

Total value (estimated)

- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

- 19 February 2026 to 18 February 2028
- Possible extension to 18 February 2030
- 4 years

Description of possible extension:

The Contract Term shall be for a period of 2 years with the option to extend by a further period of up to 24 months

Main procurement category

Services

CPV classifications

- 79311000 - Survey services
 - 79311100 - Survey design services
 - 79342310 - Customer survey services
 - 79342311 - Customer satisfaction survey
-

Lot 1. Lot 1: Victim Insights Platform

Description

To procure a robust and user-friendly platform that captures, analyses, and reports on victim experiences and feedback. This platform will be instrumental in improving our services to victims and ensuring that victims' voices are heard and acted upon.

Lot value (estimated)

- £0 excluding VAT
- £0 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Lot 2: Public Perception Surveying

Description

To conduct regular and comprehensive surveys to gauge public perception of the police Authority, including trust, satisfaction, and areas of concern. This will help us align our strategies with community expectations and improve our public relations

Lot value (estimated)

- £0 excluding VAT
- £0 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Submission

Tender submission deadline

14 October 2025, 10:00am

Submission address and any special instructions

All Tenders must be submitted through In-tend e-tendering portal (<https://sell2.in-tend.co.uk/blpd/home>), for the avoidance of doubt, submissions made by any other method will not be accepted

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

26 January 2026

Award criteria

Name	Description	Type
Simple description	Assessments will be conducted as part of this competitive tendering procedure, to identify the Most Advantageous Tender (MAT). The assessment criteria are as follows: Price: 30% Quality: 60% Social Value: 10%	Price

Weighting description

Assessments will be conducted as part of this competitive tendering procedure, to identify the Most Advantageous Tender (MAT). The assessment criteria are as follows:

Price: 30%

Quality: 60%

Social Value: 10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://sell2.in-tend.co.uk/blpd/home>

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Contracting authority

Police and Crime Commissioner for West Midlands

- Public Procurement Organisation Number: PHLH-1699-TDLT

Lloyd House, Colmore Circus Queensway

Birmingham

B4 6AT

United Kingdom

Contact name: Katie Fletcher

Email: katie.fletcher@westmidlands.police.uk

Region: UKG31 - Birmingham

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)