This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/057613-2025">https://www.find-tender.service.gov.uk/Notice/057613-2025</a>

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

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 (<a href="https://sell2.in-tend.co.uk/blpd/home">https://sell2.in-tend.co.uk/blpd/home</a>), 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	Туре	
Simple description	Assessments will be conducted Price		
	as part of this competitive		
	tendering procedure, to identify		
	the Most Advantageous		
	Tender (MAT). The		
	assessment criteria ar	e as	
	follows: Price: 30% Quality:		
	60% Social Value: 109	%	

## 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

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## **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)