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Tender

Records Management System Gen 2

The Police, Fire and Crime Commissioner for Essex
The Police and Crime Commissioner for Kent
The Police and Crime Commissioner for Norfolk
The Police and Crime Commissioner for Suffolk
The Police and Crime Commissioner for Cambridgeshire
The Police and Crime Commissioner for Bedfordshire
The Police and Crime Commissioner for Hertfordshire

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

Notice identifier: 2025/S 000-061053

Procurement identifier (OCID): ocds-h6vhtk-05a552

Published 30 September 2025, 4:53pm

Scope

Description

This project will look to procure a replacement Records Management System (RMS), for the following 7 Forces: Bedfordshire, Cambridgeshire, Hertfordshire, Kent, Essex, Norfolk & Suffolk. The current RMS is widely used as a day-to-day business tool covering the functions of Investigation (Crime) Management; Intelligence and Defendant Management (Custody and Case Preparation). This is a critical system for Forces.

Commercial tool

Establishes a framework

Total value (estimated)

- £450,000,000 excluding VAT
- £540,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 16 October 2026 to 15 October 2036
- Possible extension to 15 October 2041
- 15 years

Description of possible extension:

1 period of 5 years

Main procurement category

Services

CPV classifications

- 79996100 - Records management
- 48780000 - System, storage and content management software package
- 72212783 - Content management software development services

Contract locations

- UK - United Kingdom

Lot constraints

Description of how multiple lots may be awarded:

Lot 1 - 7 named Police Forces Lot 2 - all other UK Police Forces

Lot 1. RMS and Associated Services to 7F

Description

Records Management Solution (RMS) and Associated Services to the specifically named Authorities: • Kent Police • Essex Police • Norfolk Police • Suffolk Police • Bedfordshire Police • Cambridgeshire Police • Hertfordshire Police

Lot value (estimated)

- £100,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

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

Lot 2. RMS and Associated Services to all other UK Police Forces

Description

Records Management Solution and Associated Services to all other UK Police Forces

Lot value (estimated)

- £350,000,000 excluding VAT
- £420,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

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

Framework

Maximum number of suppliers

1

Maximum percentage fee charged to suppliers

0%

Further information about fees

An administration charge of 1% per year of the contract value of each call-off contract will be payable by the supplier to the 7F Commercial Services for the costs of administering the framework agreement, for the duration of each call-off contract.

Justification for framework term over 4 years

This is a contract for a critical RMS, which will require significant years of Testing, Training, Implementation etc.

Framework operation description

Single Supplier Framework

Award method when using the framework

Without competition

Contracting authorities that may use the framework

UK Police Forces

Submission

Enquiry deadline

21 October 2025, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

27 October 2025, 12:00pm

Submission address and any special instructions

<https://7force.force.com>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

7 September 2026

Award criteria

Name	Description	Type	Weighting
Quality	Stage 2 Quality Criteria - 90% Stage 3 Quality Criteria - 70% Stage 4 Quality Criteria - 40%	Quality	90.00%
Price	Stage 2 Price Criteria - 10% Stage 3 Price Criteria - 30% Stage 4 Price Criteria - 60%		10.00%

Other information

Description of risks to contract performance

1. Performance Failure - during implementation and/or the life of the contract. 2. Complex Interoperability with systems & software across the region. 3. Inadequate Security & Cyber security controls. 4. Difficulty with access to legacy data /transition of historical data into the new system. 5. Inability or restrictions with the Integration of the solution with current Force systems.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This project will look to procure a replacement Records Management System, for the following 7 Forces: Bedfordshire, Cambridgeshire, Hertfordshire, Kent, Essex, Norfolk and Suffolk. The Authority reserves the right to refine the award criteria in accordance with Section 24 of the Procurement Act 2023.

Contracting authorities

The Police, Fire and Crime Commissioner for Essex

- Public Procurement Organisation Number: PPBL-4276-QHPM

Kelvedon Park, London Road, Rivenhall

Witham

CM8 3HB

United Kingdom

Email: hannah.parfitt@tlt.com

Website: <https://7force.force.com>

Region: UKH34 - Essex Haven Gateway

Organisation type: Public authority - sub-central government

The Police and Crime Commissioner for Kent

- Public Procurement Organisation Number: PLZD-7548-CLJY

Kent Police HQ, Sutton Road

Maidstone

ME15 9BZ

United Kingdom

Email: hannah.parfitt@tlt.com

Website: <https://7force.force.com>

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government

The Police and Crime Commissioner for Norfolk

- Public Procurement Organisation Number: PGQM-8624-MNJX

Jubilee House, Falconers Chase

Wymondham

NR18 0WW

United Kingdom

Email: hannah.parfitt@tlt.com

Website: <https://7force.force.com>

Region: UKH17 - Breckland and South Norfolk

Organisation type: Public authority - sub-central government

The Police and Crime Commissioner for Suffolk

- Public Procurement Organisation Number: PDLT-3241-XVCD

Police Headquarters, Portal Avenue, Martlesham Heath

Ipswich

IP5 3QS

United Kingdom

Email: hannah.parfitt@tlt.com

Website: <https://7force.force.com>

Region: UKH14 - Suffolk

Organisation type: Public authority - sub-central government

The Police and Crime Commissioner for Cambridgeshire

- Public Procurement Organisation Number: PYNN-7542-TPNQ

PO Box 688

Huntingdon

PE29 9LA

United Kingdom

Email: hannah.parfitt@tlt.com

Website: <https://7force.force.com>

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government

The Police and Crime Commissioner for Bedfordshire

- Public Procurement Organisation Number: PMYD-4367-RCGW

Bedfordshire Police HQ Bridgebury House, Woburn Road,

Kempston

MK43 9AX

United Kingdom

Email: hannah.parfitt@tlt.com

Website: <https://7force.force.com>

Region: UKH24 - Bedford

Organisation type: Public authority - sub-central government

The Police and Crime Commissioner for Hertfordshire

- Public Procurement Organisation Number: PPMD-2748-DXXY

Harpenden Police Station, 13 Vaughan Road

Harpenden

AL5 4GZ

United Kingdom

Email: hannah.parfitt@tlt.com

Website: <https://7force.force.com>

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government

Contact organisation

Contact [The Police, Fire and Crime Commissioner for Essex](#) for any enquiries.