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Planning

## **REQUEST FOR INFORMATION - Victim Survey Management System**

West Mercia Police and Crime Commissioner

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-076130

Procurement identifier (OCID): ocds-h6vhtk-05e684

Published 21 November 2025, 3:24pm

### **Scope**

### **Description**

This is a REQUEST FOR INFORMATION only. In line with force vision and strategic priorities, West Mercia has a responsibility to capture and understand service user feedback and to use this to inform service improvement. Through the right technology, West Mercia are keen to capture this information more efficiently, effectively and with greater inclusivity so that the necessary improvements to our service can be implemented at the appropriate touch point in the service user journey.

The purpose of this project is to design and deliver a comprehensive feedback solution that captures the experiences of individuals who have engaged with the police service and, if applicable, criminal justice service more broadly, as a service user or victim of a crime. The feedback will provide valuable insights into how service users perceive the quality of service, communication, and support throughout their journey, from initial contact to case closure.

Should your organisation wish to be included in this exercise you should indicate your interest by providing confirmation via the correspondence facility on the In-Tend Bluelight eTendering Tool : Sell2 ([in-tend.co.uk](https://in-tend.co.uk)) - (<https://sell2.in-tend.co.uk/blpd/publictenders>) by

no later than 12:00 hrs on 14th January 2026.

### **Contract dates (estimated)**

- 27 March 2026 to 27 March 2029
- 3 years, 1 day

### **Main procurement category**

Services

### **CPV classifications**

- 48480000 - Sales, marketing and business intelligence software package
- 48481000 - Sales or marketing software package
- 79310000 - Market research services
- 79311000 - Survey services
- 79320000 - Public-opinion polling services
- 79342000 - Marketing services

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## **Engagement**

### **Engagement deadline**

14 January 2026

## **Engagement process description**

This is a request for information only.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

28 January 2026

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## **Contracting authority**

### **West Mercia Police and Crime Commissioner**

- Public Procurement Organisation Number: PJHH-5271-ZMQP

Hindlip Hall, Hindlip

Worcester

WR3 8SP

United Kingdom

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Website: <https://in-tendorganiser.co.uk>

Region: UKG12 - Worcestershire

Organisation type: Public authority - sub-central government