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Planning

Case Management and Investigation Tracking System

West Yorkshire Police

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

Notice identifier: 2025/S 000-076778

Procurement identifier (OCID): ocids-h6vhtk-05e820

Published 25 November 2025, 11:16am

Scope

Reference

151-IT-25

Description

West Yorkshire Police (WYP) currently utilises a Case Management and Investigation Tracking System which is due to expire on 31st March 2026. In preparation for its replacement, WYP is seeking to explore the market to identify alternative solutions that meet its operational requirements and to assess compliant procurement routes.

The Authority is specifically interested in Commercial Off-The-Shelf (COTS) solutions that are readily available and can be easily configured to align with WYP's needs.

Any proposed solution must comply with relevant legislation, including the Police (Complaints and Misconduct) Regulations 2020 and the Police Conduct Regulations, and must be adaptable to accommodate future legislative updates.

As a minimum, the solution must offer the core functionality outlined below.

1. Overview

Purpose: Case management and investigation tracking system with full auditability and workflow integration.

New System Type: Transitioning from legacy desktop to a web-based platform (trial started April 2025 by WYP with the intention to use this model to roll out to other forces).

There is a new Version 7.6 which is a legislative changed coming within the next 6 months.

2. User Access & Authentication

- Client-based access control with configurable access levels.
- User IDs: Employee number assigned; password set on enrolment and changed on first login.

Administrator capabilities:

- Configure search options and table contents. (configurable).
- Manage users and groups. (configurable).
- Grant/revoke access to specific reports. (configurable).
- Login method: Web link with username/password.

3. Case Management Features

- Investigations Tab: Displays assigned cases for workload management.
- Search Capabilities: Case reference, type, status, IOPC reference.
- Configurable sub-types linked to case type. (configurable).
- All information fields searchable. (configurable).
- Case Details: 7+ searchable fields including district level. (configurable).
- Summary, progress, details, notes tabs.
- Allegation types and sub-types (configurable).

- Risk assessments driven by legislation. (should be driven by current and emerging legislation and be kept up to date by the supplier)
- Sub Judice case holding.
- Protected characteristics recording. (configurable).
- Geographical/time/date recording.
- Automatic calculation of investigation days.
- "Case-clock" to pause investigation time.
- Assessment tracking.

4. Workflow & Task Management

- Progress Entries: System-generated prompts (e.g., updates needed).
- Workflow Configuration: (configurable).
 - Allocate, monitor, complete workstreams.
 - Task assignment with due dates.
 - Task transfer and sign-off.
 - Workflow access control.
 - Traffic-light system for task review. (configurable).

5. Integration & Automation

HR System Integration:

- Daily auto-import of staff data.
- Pre-populated officer assignment fields.
- Staff history visibility.

Document Handling:

- Add files (Word, Excel, PDF) via drag/drop or browse.

- Document repository with folder structure. (configurable).
- DID (Documents in Database) functionality. (configurable).

Email integration with Microsoft:

- Attach case documents.
- Format documents into bundles.
- Use templates from X drive.

6. Reporting & Auditing

Audit Trails:

- Track case views/changes.
- Log user/group changes. (configurable).
- View active sessions.
- Export Functionality: (configurable).
- Export search results to Excel.

7. Legislative Compliance

Legislation Monitoring:

- System prompts for legislative changes that are available from the Home Office. (updates must come from the legislative body and be kept up to date)
- Supplier updates system accordingly with direct input from the governing body in the Home Office.
- Admin verification prompts that must have (e.g., "Is this a 2020 case?"). (configurable).
- Time-period based logic for legislation handling.
- Supplier Practices: Must align with Home Office standards. These must be able to be demonstrated and assurance lead.

8. Additional Features

- Staff Tab: Complaint history visibility. (configurable).
- Agent Tab: Third-party information logging. (configurable).
- Interview Logging.
- Niche RMS Integration.

9. Enhancements & Operational Feedback

Lessons Learned

- Add lessons learned per case to build corporate memory at force and individual levels.
- Categorise themes (e.g., custody-related, mispers). (configurable).

Mandatory IOPC Referrals

- System must show referral status and reasons.
- Include a "Mandatory IOPC Referrals List" for categorisation.
- Support referrals for death or serious injury cases.

IOPC Data Extraction

- Quarterly data extraction with date filters.
- "Get Data" function to compile and format relevant case data.

Reactive Investigations

- Auto-add Terms of Reference and Investigation Plans. (configurable).
- Inspector/Sergeant tools for team and task management. (configurable).
- Persistent investigation tracking with documented action logs.

Person & Staff Tabs

- Search by name, details, and protected characteristics.
- View all linked cases.

- Staff tab links to HR system for location and identifiers.

Search Configuration

- Desired ability to configure search criteria beyond defaults.

Protected Characteristics

- Expand staff tab to include all protected characteristics via HR integration. (configurable).

Officer Case Details

- Add suspension/restriction details with visibility across all cases.
- Record hearing outcomes with expiry dates.
- Display allegation history in list format.

Agents Tab

- Searchable functionality for third-party agents.

Whiteboard Tab

- Displays all live cases centrally like a custody whiteboard. (configurable).

Queries Tab

- Used for FOI requests and custom data extraction. (configurable).

Administration Tab(configurable).

- Admins can:
 - Configure date ranges, legislation prompts, user views.
 - Set auto-messages (e.g., case volume alerts).
 - Manage weeding and retention periods (e.g., 7 years, MOPI rules).
 - Configure Azure-based user sign-in.
 - Create/manage categories and sub-categories.

- Lock/unlock cases and audit access/modifications.
- Translate ranks and manage document folders/templates.
- Configure traffic-light progress management.
- Manage investigation/workflow teams/groups.
- Merge duplicate staff records.
- Restrict access to sensitive cases.

Access Control

- Add users, assign groups, set security levels and user settings. (configurable).

Management Information

- SLA/KPI tracking and system-wide performance overview. (configurable).

Reporting

- Built-in Crystal Reports and bespoke Client Reports. (configurable).
- Admins import custom reports based on external specifications.

Help

- Online guide link available for user support.

Total value (estimated)

- £150,000 excluding VAT
- £180,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

Main procurement category

Goods

CPV classifications

- 48100000 - Industry specific software package
- 48311000 - Document management software package
- 48780000 - System, storage and content management software package
- 48800000 - Information systems and servers
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKE4 - West Yorkshire

Engagement

Engagement deadline

10 December 2025

Engagement process description

The current solution is due to expire 31st March 2026 and this EOI seeks to determine current and future market capabilities to inform our procurement route.

In order to assist WYP in developing the procurement of our requirement we would appreciate responses to this PME from interested parties. Suppliers should request a copy of the EOI document by email to:

gareth.newton2@westyorkshire.police.uk

Please note all EOI's must be submitted to email address above by

13:00pm 10th December 2025.

Further detail and instructions can be found in the requested EOI Document.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

West Yorkshire Police

- Public Procurement Organisation Number: PQLT-6495-QHVP

PO Box 9, Laburnum Road

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United Kingdom

Email: yb.procurement@westyorkshire.police.uk

Region: UKE45 - Wakefield

Organisation type: Public authority - sub-central government