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# Introduction

Northumbria Police (the ‘force’) invites suppliers to participate in a request for information (RFI). This market engagement is focused on assessing the capabilities of applicant tracking system offerings available to the force.

The output of the RFI process will help inform the force’s procurement route and the available technology capable of meeting both current and future requirements.

The force intends to procure a replacement for its current applicant tracking system.

# Project Timescales

The Force is provisionally planning to issue the formal tender pack between August 2025 and October 2025.

This is only an indicative date and likely to change depending on the outcome of this RFI and our internal approval process.

# Confidentiality

The contents of this RFI shall be treated as Commercial-in-Confidence and it is the recipients’ responsibility to ensure the contents are not published or disclosed to any third party without due prior consent of the force.

# Response

All responses to this RFI must be submitted by 12 noon 20/06/2025 via email to [john.bradford@northumbria.police.uk](mailto:john.bradford@northumbria.police.uk).

# Overview of Northumbria Police

The Chief Constable and the Police and Crime Commissioner have developed plans to serve the people of Northumbria, complementing the overall Policing 2025 vision produced by the National Police Chiefs Council (NPCC).

The National Policing Digital Strategy (2020-2030) has now been finalised and published early in 2020, and the high-level ambitions from this have been considered in this review:

The 3 P’s - Purpose, Principles and Priorities – define the ambition of the force and the aims set to achieve this.

Northumbria Police Forces purpose is to keep people safe and fight crime. Their principles are to deliver an outstanding police service, work with communities to prevent crime and disorder and to be there when the public need us.

The force priorities are:

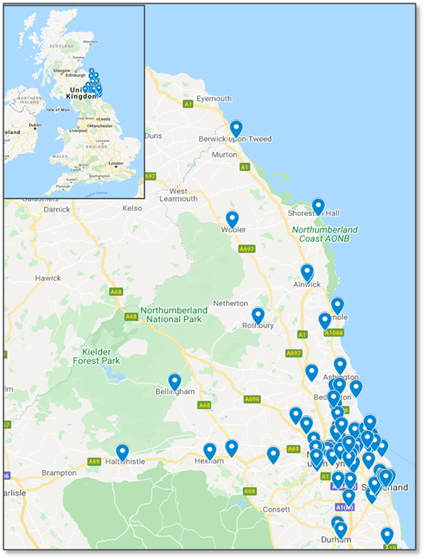
* Be an outstanding force.
* Keep people safe and fight crime.
* Do the right things, in the right way, for the right reason.
* **Courage** - to promote openness, accountability, learning and improvement.
* **Respect and empathy** - to promote a respectful and supportive culture in which everyone can thrive.
* **Public service** - to improve the policing profession and the service we provide to the public.

# Northumbria Police Geographical Area

Northumbria Police (NP) is responsible for policing the administrative counties of Northumberland and Tyne and Wear. This covers an area of more than 2000 square miles with a population of 1.5 million.

The force is approximately 100 kilometres north to south and 80 kilometres east to west. The largest population and conurbation areas are in the Southeast, (Tyne and Wear and South East Northumberland), whilst the remainder is largely rural in nature.

The force borders with Durham to the south, Cumbria to the west and Lothian and Borders (Scotland) to the north.



# Current ATS Provision

**Overview**

Northumbria Police recruit, both internally and externally, for a wide variety of roles which have their own unique recruitment journeys. These include

* Volume recruitment - Police Officer and staff roles such as contact handlers
* Police Staff roles e.g. Finance, HR
* Volunteers
* Police Officer promotions
* Transfers from other forces

All these recruitment journeys have their own specific stages, assessments and pre-employment checks which all need to be managed from the job being advertised all the way through to the employees being in their new role. This includes not only the initial recruitment stages but also the onboarding process and ongoing management of candidates throughout the entire recruitment journey. The force utilises an ATS currently as well as a wide number of forms, emails and excel documents not included within the system to deliver end to end recruitment across all entry routes.

Police officer recruitment is often in high volumes with candidates progressing through stages at different paces so being able to track, manage and support them all is a very big task and is currently completed outside of an ATS.

The ATS is accessed via External and Internal careers webpages and the force also utilise job boards and sites such as LinkedIn and Indeed.

# Key Attributes of the future ATS requirements

The force is looking to procure a new applicant tracking system with a view to building upon our current recruitment processes using the latest developments in ATS to provide the best possible journey to our candidates. Northumbria police want to continue to be seen as an employer of choice and ensuring our recruitment process is accessible to all. The ability to reduce the manual work tracking candidates and managing each stage will allow us to focus more time on supporting candidates and reduce attrition throughout the process.

Key attributes would ideally include:

* **Workflows and Automation** – Achieve a streamlined recruitment process resulting in reduced manual activities and increased operational efficiency
* **Forms and Templates** –Be able to build and edit multiple forms/email~~s~~ templates including application forms, pre-recruitment checks and job offers.
* **Integration with job boards and sites** – Have the widest possible reach when posting vacancies to attract the best candidates
* **Mass Recruitment Campaigns** – Support high volume recruitment (e.g. 5000+) moving through the recruitment process. This would include Police officers, police staff, volunteers, promotions, internal and external recruitment and redeployments.
* **Candidate management** – Enable the talent acquisition team and hiring managers to efficiently view, manage and communicate with each other and candidates through various channels (e.g. email, SMS), facilitating seamless candidate management and communication within the system
* **Talent Pools** – Be able to create, engage with and track talent pools built up from recruitment events and expressions of interest in specific areas of the force.
* **Internal recruitment** – Be able to support a range of internal recruitment types including Officer promotion and redeployment processes.
* **Engagement portal** – Candidates, hiring managers and recruiters are able to track their progress across their recruitment journey within the solution.
* **Onboarding** – Provide an onboarding solution which supports candidates throughout the pre-employment check process and provides a space for learning and engagement to support them moving into their new role within Northumbria Police
* **Self-Serve** – Hiring managers can be hands on throughout the recruitment process allowing the Talent Acquisition team to spend more time supporting candidates.
* **Business Intelligence** – Report on specific aspects of the recruitment journey. E.g. number of applicants, number of candidates at each stage, number of withdrawals at each stage and diversity and inclusion data.
* **System integration** – Integrate with existing force systems to drive efficiency across the recruitment journey
* **Use of AI** – Use AI to assist in tasks such as job advert/communications writing and extracting information from an application, identify where the applicant has met the essential criteria.

# Questions for Suppliers

Northumbria Police would be grateful if suppliers could provide outline answers to the following questions. We respect that some of your answers will be, by necessity, provisional and may change when you receive a formal, more detailed statement of requirements. We anticipate a response of around five pages in total.

1. What experience do you have implementing an applicant tracking system for a public sector organisation (preferably to police forces)?
2. Can you give a detailed description of your recruitment solution and its main features?
3. How does your solution allow for direct contact between the recruitment teams and prospective candidates and if so how does it achieve this?
4. How does your solution handle large numbers of applicants and what is the maximum number of applicants per job posting?
5. What level of customisation is available (e.g., branding, Forms, workflows)? What level of customisation do customers get access to without the need for supplier intervention?
6. What level users can make customisation changes (e.g. admin, superuser, user)?
7. Can you detail what systems your solution integrates with?
8. Is your tool accessible on mobile devices and are there any limitations? If yes, is this browser based or via an app?
9. Does your solution have an onboarding platform which can be accessed by successful candidates and if so please provide details on how the solution works?
10. Does the solution provide a front-end website/portal with a modern looking feel?
11. What national frameworks are your organisation registered on?
12. If Northumbria Police were to run an open tender exercise and choose not to use an existing framework, would you be interested in bidding?
13. How do you approach working with public sector organisations to ensure a successful partnership?
14. There is now a major drive for public sector organisations to consider social value and sustainability during the procurement process. What social value and sustainability benefits could your organisation offer if successful for this contract?

# Instructions to Respondents

Please submit responses in any soft copy format that can be read by Microsoft Office.

Respondents are asked to return their responses to:

|  |  |
| --- | --- |
| Contact: | John Bradford |
| Role: | Procurement Officer |
| email: | John.Bradford@northumbria.police.uk |

# Supplier Response

Q1)

Q2)

Q3)

Q4)

Q5)

Q6)

Q7)

Q8)

Q9)

Q10)

Q11)

Q12)

Q13)

Q14)