Table of Contents

**Introduction2**

**Confidentiality2**

**Response2**

**Overview of Northumbria Police2**

**Current Legal Case Management Provision3**

**Questions for Suppliers4**

**Instructions to Respondents6**

1. **Introduction**

Northumbria Police (the ‘force’) invites to participate in a request for information (RFI). This market engagement is focused on assessing legal case management offerings available to the force.

The output of the RFI process will help inform the force’s technology sourcing and managed service contract strategies.

The force intends to procure a replacement for its current Case management system to more effectively manage and store documents, create workflows and provide the management information needed.

1. **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.

1. **Response**

The suppliers in receipt of this RFI are requested to provide email notification of their intention to either supply or, not to supply, a response. Preferably, this email will be sent within three working days of the date the RFI was issued (date of covering email) via email.

All responses to this RFI Must be submitted by 18th July 2025.

1. **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.

1. **Current Legal Case Management Provision**

The legal department within Northumbria Police deal with the following areas:

* Civil claims (including inquests)
* Employment
* Pensions
* Operations and Disclosure (including misconduct, civil preventative orders, licensing, disclosure etc.)

The existing case management system currently used by the Legal Department is old and no longer fit for purpose.  It does not have the capacity to provide the management information we require. Currently it is necessary for the staff to create emails and documents afresh on each occasion.  This is time consuming and labour intensive. This also applies to the recording of lawyer's time on each case which is done manually using spreadsheets.

Case files are created and stored within folders on network drives and there is a drive to utilise more advanced digital technology to create case files and share with courts, etc. We currently use Adobe DC for bundle preparation which is better than the paper process but would be greatly streamlined and versatile if it were in a proper case management system. Sharing files from this system is difficult as the files are too big to email so there is a need for encrypted memory sticks.

1. **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.

1. What experience do you have implementing a legal case management system for a public sector organisation (preferably to police forces)?

1. What core features or modules are included in the base solution?

1. How does your solution support the creation and management of case bundles? What are the key features of this functionality?

1. How does your solution support the adding of documents and files to cases and is there any limitations?

1. What level of customisation is available (e.g., Case files, Forms, workflows)? What level of customisation do customers get access to without the need for supplier intervention?

1. Can your solution support the creation of case files and documents bespoke to each case type to ensure the correct steps are carried out and documents completed/issued?

1. Can your solution populate documents with key information such as name, address, etc?

1. How does your solution handle the recording of lawyers time on each task type?

1. What level of reporting can be produced from the system (e.g., Number of cases by type, costs associated to each case and lawyers time with associated costs)?

1. Is your solution cloud-based, on-premise, or available in both?

1. What integration is available, and can it integrate with existing document repositories stored in SharePoint? Furthermore, is there an API available?

1. What compliance standards does your solution meet?

1. What is the typical implementation timeline?

1. What training and documentation is provided?

1. What is your pricing model (e.g., subscription-based, one-time purchase)? Are there any additional costs we should be aware of?

1. Please can you provide indicative, fully inclusive (where reasonably possible) costs for a 4-year contract, broken down into annual costs? We appreciate your response is indicative only and subject to change pending the time of procuring and Northumbria Police’s confirmed requirements, however, this will allow us to ensure the correct budget is signed off before procuring a new contract.
2. Are there any data migration limitations from an existing solution?

1. What national frameworks are your organisation registered on?

1. If Northumbria Police were to run an open tender exercise and choose not to use an existing framework, would you be interested in bidding?

1. How do you approach working with public sector organisations to ensure a successful partnership?

1. There is 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 is successful for this contract?
2. **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 by the 18th of July 2025 to:

James Thornton

Procurement Business Partner

Email to: [james.thornton@northumbria.police.uk](mailto:james.thornton@northumbria.police.uk)