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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 absence management 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 Absence management/attendance support system to more effectively manage absence across the force and support our employees in returning to work.

Following the conclusion of the RFI process, the responses received will be reviewed to ascertain the best procurement route forward before proceeding through our internal governance process. Once we can provide an update on the next steps, any Supplier that has registered an interest will be contacted using the contact information provided in this document.

# Project Timescales

The Force is provisionally planning to issue the formal tender pack in early 2026.

This is only an indicative date and likely to change depending on the outcome of this RFI and our internal approval process. If a more efficient procurement route is identified during the RFI process, the Force may choose to proceed down this route rather than advertising an open tender and formal tender pack.

# 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 13/10/2025 via email to: [james.thornton@northumbria.police.uk](mailto:james.thornton@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:

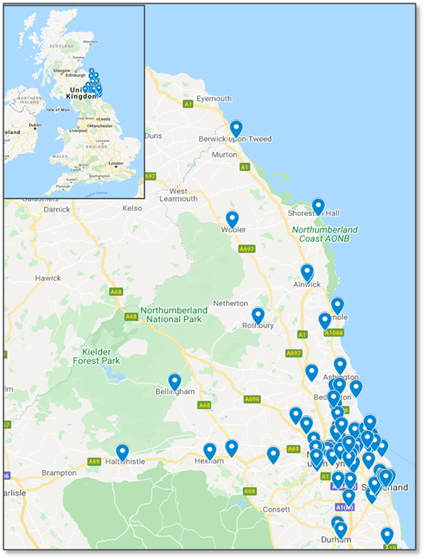
* Be an outstanding force.
* Keep people safe and fight crime.
* Do the right things, in the right way, for the right reason.
* **Courage** - to promote openness, accountability, learning and improvement.
* **Respect and empathy** - to promote a respectful and supportive culture in which everyone can 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 Southeast 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 Solution

**Overview**

Our current absence management/attendance support system has been built internally within Java and allows us to record absences, refer people to occupational health and manage the absence and return to work. It also automatically updates our duty management system (Crown RMS) with any abstractions and our core HR system (Unit 4). This system is currently used by all Northumbria Police employees with user-based access – All employees – record an absence

Key features include:

* Capturing details of the absence including details of the person absent, their line managers, nature of absence, if it’s related to pregnancy, if it's related to a work incident, details of the absence reason and if there are any work issues leading to the absence
* Allows referral to occupational health. This is an external organisation, so our current system provides a link to their online portal so line managers can make the referral
* Captures details of fit notes but does not allow them to be attached
* Allows the regular capture of notes relating to ongoing absences and return to work plans
* Provides data for reporting on absences including those moving to half pay due to extended absences
* Allows the creation of return to work forms and updates our core HR systems

# Key Attributes of the future Absence Management requirements

Our desire is to have a solution which allows for greater levels of self service for all users by removing the current reliance on core teams to support this. The solution should be a one stop shop to manage absence and attendance support issues which could lead to an absence with all the links to support and documentation needed to ensure an effective return to work. The system should be able to:

* Be able to manage other types of absence such as compassionate leave, time off for dependents, adoption, paternity and maternity
* Manage attendance support issues which may lead to absence
* Different levels of access depending on role to ensure confidentiality of data
* Dashboard view for employees so they can easily see their previous absences and reduce reliance on people teams. Dashboard view for line managers for their employees so they can get insights into any absence patterns, previous periods of absence and the reasons why
* Be able to have customised absence reasons based on home office classifications
* Link to support material and occupational health (external organisation)
* Be able to calculate absence periods based on shift patterns
* Help line managers understand when an absence trigger point has been hit, and they need to take further action
* Have a full audit trail to show all updates, contact points and amendments with who made them and when
* Integration with Crown RMS, to provide details of abstractions/allow us to manage rosters, and Unit 4 to manage HR information and payroll

# 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. Answers should be provided below each question under ‘a’, for example your response to Q1) should be provided under Q1a)

Q1) Can you provide an overview of your company, including its history, size and experience providing absence management/attendance support solutions, specifically in similar public sector industries such as police forces?

Q1a)

Q2) Can you provide details of features of your solution based on the overview and requirements detailed above?

Q2a)

Q3) Can you provide details regarding any limitations your solution may have based on the overview and requirements detailed above?

Q3a)

Q4) Northumbria Police need to record information which might sit outside of a standard absence management system such as if an absence is a result of an assault at work and we use the home office category's (and sub-category's) of reasons for an absence. How much customisation is available within your solution?

Q4a)

Q5) Does your solution cover reasons for absence other than sickness such as compassionate leave, time off for dependants, maternity/paternity and suspension from duties? If so, can you provide detail on which ones you cover.

Q5a)

Q6) Any solution used by Northumbria Police would need to integrate with our duty management system, Crown, (to record abstractions and our HR system), Unit 4, (to calculate the operational days absent and to ensure it is kept up to date with absence). We would also want to integrate with our Health and safety system, Concerto, to update on accidents at work and stress assessments. What level of integration is available within your solution, e.g. API?

Q6a)

Q7) How much flexibility does your solution provide to allow us to make our own changes to questions, etc.?

Q7a)

Q8) What levels of user access does your solution provide?

Q8a)

Q9) Does your solution have the ability to create bespoke forms which can provide business intelligence reporting/referrals for different teams and departments across the organisation?

Q9a)

Q10) We would like employees and their line managers to be able to view a dashboard for each person showing their absence history with dates and absence reasons. What functionality does your solution provide to allow people to check their history and for line managers to understand patterns or repeat absence?

Q10a)

Q11) Northumbria Police are keen to increase self-service within their attendance support processes and remove the current reliance on core teams to support this. How will your solution support this aspiration?

Q11a)

Q12) What audit functionality does your solution provide? We would like to see who has been working on each record/case with date and time stamps

Q12a)

Q13) Does your solution come with a set of pre-built reports and dashboards. If so, can you please detail what these reports are. In addition, does the solution come with any business intelligence capability?

Q13a)

Q14) Does you solution come with any workflow capabilities. If so, can you please outline examples of these capabilities and how bespoke they are to be customised within the solution and new workflows being created?

Q14a)

Q15) What is the architecture of your solution (E.G cloud-based (Public/Private), on premise, hybrid) and how does your solution accommodate growing data and user demands? (If your solution is cloud based, please provide details regarding your data centre model, resilience and disaster recovery process)

Q15a)

Q16) Can you provide details as to if your solution has a mobile application or is mobile responsive?

Q16a)

Q17) Can you provide details regarding the exportation of data from your solution (E.g. Into a Data Lake or warehouse environment)

Q17a)

Q18) Can you explain if your solution has the ability to follow a RRD (Review, Retention and disposal) process for data management?

Q18a)

Q19) Can you detail if your solution is able to complete a data migration / ingestion process as per the solution development, and what formats you accept as part of the migration process (E.g. CSV, SQL etc)

Q19a)

Q20) What is your licensing model? (E.g. Concurrent, Subscription, Perpetual, User-based etc)

Q20a)

Q21) Can you provide details regarding the user types your solution provides and security access management options you provide (E.g. RBAC, IAM, SSO, MFA)

Q21a)

Q22) What is your pricing model (E.G subscription based, one-time purchase) and are there any additional costs we should be aware of? (E.g. Storage, Data Migration, API, Additional licenses, Mobile application)

Q22a)

Q23) If Northumbria Police were to leave your solution in the future, can you detail the process of exiting a contract and if any costs are generally associated with this (E.g. Data export)

Q23a)

Q24) How does your solution comply with relevant industry standards and regulations (E.G ISO27001, ISO42010 and Cyber Essentials)?

Q24a)

Q25) What levels of technical support do you offer (E.G 24/7 support, dedicated account managers)?

Q25a)

Q26) Please can you provide indicative, fully inclusive (where reasonably possible) costs for a 4-year contract with 2 optional 12-month extension periods, 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

Q26a)

Q27) Can you provide details of the implementation planning and an estimation as to how long implementation usually takes based on experience of organisations of Northumbria Police’s size.

Q27a)

Q28) What are your plans for future development and enhancements of your product? (It would be useful if you were able to provide a roadmap)

Q28a)

Q29) Can you provide details of what training you provide as part of the implementation of your solution. (E.g. Face to face training, Train the trainer, online etc)

Q29a)

Q30) Can you detail of what technical artefacts you provide during the design and implementation stages of your solution (E.g. High-level design, data mapping, low level design etc)

Q30a)

Q31) Please advise what national procurement frameworks your organisation is signed up to (if any).

Q31a)

Q32) If Northumbria Police advertised an open tender for this opportunity, would you intend to submit a response?

Q32a)

Q33) 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?

Q33a)

Q34) What accreditations do your organisation hold (E.G ISO certifications, Cyber Essentials)?

Q34a)

Q35) Can you detail what your data migration process looks like from the 'As-is' state into the 'to-be' including formats you expect data to be in

Q35a)

Q36) Can you detail your redundancy process e.g. Disaster recovery, redundancy servers etc.

Q36a)

# 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: | James Thornton |
| Role: | Procurement Business Partner |
| email: | James.thornton@northumbria.police.uk |

# Supplier Contact Details

Please provide your contact details below, as well as a delegate to contact in the event of the main contact being unavailable. Please note, all updates regarding the tender process and any clarifications on your RFI response will be sent to these contacts.

Primary Contact:

Role:

Email:

Secondary Contact:

Role:

Email: