Contents

[1. Introduction 1](#_Toc114747422)

[2. Project Timescales 2](#_Toc114747423)

[3. Confidentiality 2](#_Toc114747424)

[4. Response 2](#_Toc114747425)

[5. Overview of Northumbria Police 2](#_Toc114747426)

[6. Northumbria Police Geographical Area 3](#_Toc114747427)

[7. Current Provision 4](#_Toc114747428)

[8. Key Attributes of Future Requirements 4](#_Toc114747435)

[9. Questions for Suppliers 4](#_Toc114747436)

[10. Instructions to Respondents 5](#_Toc114747437)

11. Supplier Contact Details ………………………………………………………………………………………………………………………..7

# Introduction

Northumbria Police (the ‘force’) invites suppliers to participate in a request for information (RFI). This market engagement is focused on assessing supplier’s with the capability of offering an integrated telematics and dashcam solution.

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 an integrated telematics and dashcam solution.

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 are able to 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, subject to the information received in response to this RFI.

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 15/10/2025 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:

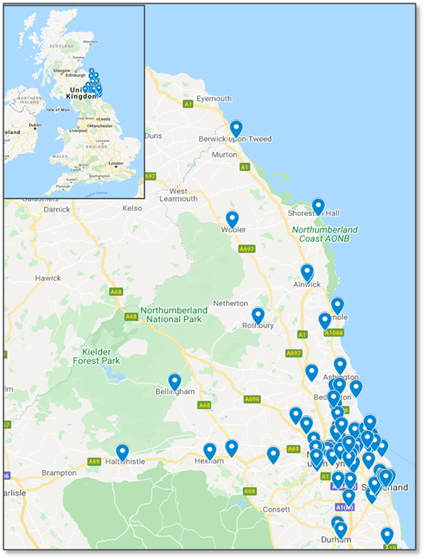
* Be an outstanding force.
* Keep people safe and fight crime.
* Do the right things, in the right way, for the right reason.
* **Courage** - to promote openness, accountability, learning and improvement.
* **Respect and empathy** - to promote a respectful and supportive culture in which everyone can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

The current telematics solution is driven by a black box fitted to each vehicle, which directly interfaces into the vehicle can and bluelight equipment, giving outputs on both. The data is held securely, cloud based by the telematics provider. There is a real-time front-end interface that allows users to track fleet assets in real time and view historical journey data. Various aggregated reports can be run from the front-end and all system admin is held in this application. A small number of the fleet are also fitted with integrated dashcams that allow footage to be viewed via the same front-end portal.

This is integral to how the force manages fleet assets. It gives valuable insight into fleet utilisation and driver behaviour and allows local supervision to effectively manage their fleet resources as well as improved officer safety through real-time vehicle tracking.

Current systems used by the Force that any new solution would need to integrate with include Tranman Fleet Management System & Qliksense performance management tool.

Any new system would need to provide access for circa 1,500 users split roughly into 1480 general users and 20 administrative users.

It would also need to be secure cloud hosted by the provider.

The Force intend to procure a 4-year contract with two optional 12-month extension periods.

# Key Attributes of the future requirements

The information provided under this section highlights the Force’s the long-term aspirations and the requirements that are required from any new solution.

The key to future requirements is an integrated telematics/dashcam solution that can integrate with our fleet management system and force performance software.

Any telematics system needs to integrate with vehicle bluelight control units and all vehicle manufacturers systems including PHEV and BEV.

We expect significant growth on the use of integrated dashcams and there is the possibility of additional telematics units if fleet increases occur. The numbers provided in the previous section are indicative based on current telematics devices and will likely increase throughout the duration of any new contract.

There is also the potential need for integration with GIS mapping tools and in vehicle wi-fi routers in the future.

# 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 integrated telematics and dashcam solutions, specifically in similar public sector industries such as police forces?

Q1a)

Q2) What is the architecture of your solution (E.G cloud-based, on premise, hybrid) and how does your solution accommodate growing data and user demands?

Q2a)

Q3) How does your solution comply with relevant industry standards and regulations?

Q3a)

Q4) What levels of technical support do you offer (E.G 24/7 support, dedicated account managers)?

Q4a)

Q5) What is your licensing model?

Q5a)

Q6) What is your pricing model (E.G subscription based, one-time purchase) and are there any additional costs we should be aware of?

Q6a)

Q7) 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

Q7a)

Q8) What are your plans for future development and enhancements of your product?

Q8a)

Q9) Please advise what national procurement frameworks your organisation is signed up to (if any).

Q9a)

Q10) If Northumbria Police advertised an open tender for this opportunity, would you intend to submit a response?

Q10a)

11) 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?

11a)

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

12a)

13) Are you capable of providing an integrated telematics and dashcam solution?

13a)

14) Is your solution capable of integrating with the systems mentioned in the RFI?

14a)

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

15a)

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

16a)

17) Can you detail what technical artefacts you provide during the design and implementation stages of your solution (E.G high-level design, data mapping, low-level design)?

17a)

18) 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.)

18a)

# 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: