**Name and addresses**

Metropolitan Police Service

2nd Floor, Kilburn Police Station, 39 Salusbury Road, Queen's Park

LONDON

NW66LT

**Email**

Shariya.dawood@met.police.uk

**Type of the contracting authority**

Body governed by public law

**Main activity**

Public order and safety

**Communication**

The Pre-Market Engagement documents will be available for unrestricted and full direct access, free of charge, shortly at

[Met Business Services ... - Event #1756 (coupahost.com)](https://metpolice.coupahost.com/quotes/requests/1756#event_details_tab)

**Title**

Combined opportunity for Met Business Services (MBS) Enterprise Resource Planning (ERP) & Resource Management Solutions and Business Process Outsourcing (BPO) Services and System Integration (SI)

**Type of contract**

Services and IT Software

**Short description**

The Metropolitan Police Service (MPS) is entering into a market engagement exercise to engage with potential suppliers of the MPS's future contracting opportunities for the supply of Met Business Services (MBS) solution which includes,

* Business Process Outsourcing (BPO) Services,
* Enterprise Resource Planning (ERP) Solution / Software,
* Resource Management (RM) Solution/ Software,
* Systems Integration Services (for the above scope).

**Description of the procurement**

The Metropolitan Police Service (MPS) currently outsources transactional HR, Finance and Commercial services to Shared Services Connected Limited (SSCL), including the provision of the supporting ERP system (P-SOP). The current contract expires in September 2027. Additionally, MBS utilises Resource Management (a duties management solution) software from Zetron/NEC, with the current contract to expire December 2026.

The MPS intends to re-procure this suite of services and solutions that support our frontline operations and underpin the delivery of an efficient and effective Shared Services function (both internal and through a BPO provider).

Our objective is to deliver truly user centric end to end solutions, whilst getting the best value for money for the organisation.

MPS is entering into a market engagement exercise to help test early hypotheses, build out our solution and inform our proposed commercial strategy.

Given the scale and complexity of the requirement MPS is likely to consider consortium bids under a lead / master vendor approach.

For the purposes of PME we are particularly interested in responses from:

* System Integrators (SI’s)
* Business Process Outsource (BPO) Service Providers
	+ Multi specialism Outsource (BPO) Service Providers
	+ Recruitment Process Outsource (RPO) Service Providers
	+ Payroll Outsource Service Providers
* ERP technology solution providers
* RM technology solution providers

For the purposes of the pre-market engagement phase, MPS is keen to hear from vendors who may provide some or all of the above components and would not wish to limit responses to those solely from master vendors at this time. Therefore we encourage interest from various tiers in the supply chain.

To ensure efficient use of respondents and MPS’s time please consider the following prior to registration.

* This service is a business critical service which will involve the processing of a large amount of personal data in regard to our staff and officers. Therefore, MPS is likely to require supplier or sub-contractors to be able to agree to (as a minimum):
	+ A general liability cap of £20,000,000
	+ A liability cap in respect to loss or corruption of data and data breaches of £20,000,000
	+ Cyber insurance covering losses as a result of cyber-attack and/or data breaches, of at least £5,000,000.
* Respondents will have relevant experience in their area of expertise, e.g. at least three examples of when they have provided similar services of a similar value, scale, scope and complexity to a similar (or larger) sized government, police organisation or other organisation.
* Respondents must be capable of providing a significant number of vetted staff to enable them to provide this service

Respondents will be required to allow MPS to undertake a full financial assessment