**Early Market Engagement**

Provision of an Intelligence Management System

Intellectual Property Office

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# **Introduction of Preliminary Market Consultation**

1. The Intellectual Property office (IPO) is conducting Early Market Engagement (Engagement) for the provision of an Intelligence Management System.
2. The purpose of the Engagement is to provide the market with the opportunity to influence the potential structure of the proposed tender process. Through this process you can express views and confirm latest product/service developments, ways of working etc which may meet the need of the IPO.
3. This Engagement is not a formal procurement process, although it may form part of a tender opportunity in the future and as such will be conducted in accordance with PCR2015. Neither this document nor any associated Prior Information Notice constitutes a ‘call for competition’.
4. No contract or offer of award will be made following participation in this Engagement. The IPO may decide, following this process, that a future procurement process is not the right solution to meet the specific need identified.
5. Any information is given entirely in good faith and liable to change as the future procurement process progresses. All costs and expenses associated with participating in this Engagement process, including any invitations to meetings and/or presentations, will not be reimbursed.
6. The IPO has an obligation to ensure the principles of equal treatment and transparency as required by PCR2015 are upheld throughout this process. It may be required therefore to make publicly available any of the information provided during this Engagement process. Respondents should also be aware that the IPO is subject to the Freedom of Information Act 2000.

# **Background**

1. More information on the IPO can be found here - [Intellectual Property Office - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/intellectual-property-office) .
2. The purpose of this Engagement is two-fold; firstly, to raise awareness across the market of the intention to issue a tender for the described services. Secondly, we are seeking supplier feedback on the scope of the proposed tender and your experience in this area.

# **Instructions for Participation**

1. Please complete the attached questionnaire (found on the IPO’s e-sourcing platform Atamis) which seeks your feedback on our proposed strategy.
2. The requested date for the submission of your feedback to the Engagement is xxxx
3. Clarifications and questions regarding this Engagement process should be raised via Atamis.
4. Suppliers are asked to advise if they would be interested in bidding for this opportunity as part of their response to the Engagement. If Suppliers are not interested, it is requested that they inform the IPO and provide a reason why.

# **Proposed Procurement Timelines**

|  |  |
| --- | --- |
| **Publication of the RFI** | 21/11/2023 |
| **Clarification Opens** | 21/11/2023 |
| **Clarification Closes** | 05/12/2023 |
| **Deadline for publication of responses to clarification questions** | 8/12/2023 at 1pm |
| **Deadline for RFI responses** | 15/12/2023 at 5pm |

# **(Draft) Specification**

1. The draft specification (below) states the services that a customer may require. More specific details will be available during any subsequent tender stage.
2. Note that this is a draft version only at this stage and this may change following the feedback from the Engagement process.

**Specification (Draft)**

**Background to the need:**

Under the government’s UK Intellectual Property Counter-Infringement Strategy 2022 to 2027 there is a commitment to establish an IP Crime Centre of Excellence enabling the UK to establish a clear understanding of the scale and severity of IP crime, facilitating the disruption of Serious and Organised Crime (SOC), and ensuring that IP enforcement can be tackled effectively via informed partnership working.

The IPO is running a programme designed to increase the capability of its Intelligence and Law Enforcement team developing it into the UK’s IP Crime Centre.

As part of this work, the IPO is seeking to procure an Intelligence Management System which combines both Intelligence and Investigations Management.

The team has grown substantially over the last few years creating the need for more sophisticated tooling to store and manage their ‘end-to-end’ their intelligence and investigations.

**Scope of Requirements:**

**In Scope:**

* One system that has intelligence management, case management and investigations management capability including management reporting
* The system must provide intelligence capability, data insights and connections, data integrity, guided workflow, audit trails and GDPR compliance
* Supplier with already established integrations to carry out daily auto-uploads to Police National Database (PND)
* Software-as-a-Service (SaaS) solution
* Secure platform and IAM solutions
* Meets high level requirements as per below

**Out of Scope:**

* Supplier building IPO a brand-new solution

**High Level Requirements:**

**Supplier:**

* Will provide user demonstrations prior to tender
* Will conduct import of existing IPO data into solution
* Will be able to provide user training to approx. 40 staff prior to go live date
* Assist with onboarding activities, including development/configuration support during implementation and ongoing service support for users
* The supplier will provide details of their service continuity arrangements including their guaranteed core service availability
* Will provide details of upgrade/product improvement regime
* Will provide their licensing options
* Will provide details of their service support and any associated costs
* Will provide details of their ISO 27001 status
* Will provide details/confirmation of the country location/residency of the data
* Will evidence that they carry out regular penetration testing and remediation to maintain security of the data
* Will confirm if they are a member of the Cloud Security Alliance or have CSA STAR Certification

**Solution:**

* Will provide “all-in-one” seamless integration capability to cover the following:
  + Intelligence Management
  + Case Management
  + Investigations Management

**Users:**

* The system must be accessible for all users and maintain accessibility standards throughout future developments and iterations
* The system must enable user access rights and levels to be defined and maintained
* The system must enable case owner allocation, support officer allocation and notifications of assignment
* The system must provide user guidance and help within the application

**Data:**

* The system will have the ability to import and export data in various formats – details of file formats will be required
* The system will allow bulk data upload of entity data
* The system will be able to identify duplicate entries
* The system will have the ability to archive and delete case files and intelligence reports form the system including the ability to carry out bulk deletions
* The system will enable data searching plus saving of search criteria to be re-run another time
* The system will be able to send notifications to users
* The system will hold audit trails of all actions completed by users along with a justification/policy log of decision-making for evidential purposes
* The system will be able to provide configurable management reporting to track lifecycles of case along with other MI