

OFFICIAL

**REQUEST FOR INFORMATION (RFI)**

**FOR**

**NATIONAL POLICING TECHNOLOGY FOR PUBLIC  
CONTACT**

**CONTRACT FOR**

**DIGITAL PUBLIC CONTACT**

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## 1. What you need to know

### What ‘We’ and ‘You’ Means:

- 1.1 When we use ‘DPC’, ‘we’, ‘us’ or ‘our’, we mean Digital Public Contact (DPC), the Home Office funded National Police Chiefs’ Council (NPCC)

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programme, hosted by the Metropolitan Police and the Mayor's Office for Policing and Crime, who are legal entity for the Metropolitan Police.

- 1.2 When we use 'DPC' we mean the organisation requesting information on the ability to provide the proposed services.
- 1.3 When we use 'you' or 'your' we mean your organisation, or the organisation you represent, in completing this Request For Information (RFI).
- 1.4 The Public Contracts Regulations 2015 ("the Regulations") regulate how we procure. This means that you and we have to follow processes which are fair, transparent and equitable for all bidders.

## 2. RFI Scope

- 2.1 DPC requires information on the ability of suppliers to provide:
  - 2.1.1 National contact solutions including content management, and digital reporting, as well as My Police Portal (MPP) services which includes a national portal for public contact and interaction.
  - 2.1.2 Local Police Force design, technical integration, call-off functionality and business change implementation services.
  - 2.1.3 Service Integration and the management and provision of the integration platform.
- 2.2 These services will allow every Member of the Public (**MoP**) access to a range of interactive digital Police services in one coordinated place, enhancing the Public's experience.
- 2.3 Information is required for the following delivery options:
  - 2.3.1 National MPP services: this includes the modernisation of the existing Content Management System (CMS), built on Optimizely, via options including upgrading existing components, implementing new components, and implementing a full digital experience platform (DXP). It also includes the provision of a public facing Portal service. This will give Police Forces in England and Wales the ability to digitally update, interact and provide information to Members of the Public via a nationally consistent, secure and responsive

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national portal, enabling a seamless digital experience whilst aiding efficiency and effectiveness in forces.

- 2.3.2 Local Police Force design and integration: this includes the definition of a data model, APIs and blueprint/standards that forces must adhere to, a local back-end solution design and functionality provision that Forces can call-off, including a local Force implementation service, comprising technical integration and business change services.
- 2.3.3 Service Integration: this includes the management (including maintaining and application) of the blueprints/standards that Forces must adhere to, the provision and/or oversight of the National MPP services, provision and management of the iHub integration platform layer to ensure effective integration end-to-end, and provision or oversight of local Force integration. Where Forces implement a customised build, the Service Integrator would not be responsible for any bespoke elements but would advise on and support standard build elements.
- 2.4 You are asked to advise if your organisation would be interested in bidding for this opportunity as part of your response to the RFI. If you are not interested, it is requested that a reason be submitted as this is valuable feedback to consider.
- 2.5 You are asked to complete the Questionnaire as the response to this RFI along with the commercial model templates.

### **3. Background**

- 3.1 DPC is a Home Office funded National Police Chiefs' Council (NPCC) programme, hosted by the Metropolitan Police, (the elected local policing body and legal entity for the Metropolitan Police is the Mayor's Office for Policing and Crime (MOPAC)) and funded by police forces, the NPCC and the Home Office. The DPC work with the Metropolitan Police (as the host force under a section 22A (Police Act 1996) collaboration agreement).
- 3.2 DPC was established to deliver digital contact and engagement solutions, on behalf of forces, to the public which address both public contact needs and the operational challenges associated with increased public demand.
- 3.3 There are 43 Police Forces across England and Wales. Historically this has led to a patchwork of approaches and online services. Forces are

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struggling to meet demand for policing services through traditional contact channels with an overload of non-emergency 101 calls with requests for routine updates that could be handled online. Public expectations of interacting with the police have changed with an increased appetite and expectation for online self-service. The DPC programme was therefore set up to develop and deliver a nationally consistent police digital solutions and services. Forces are not obliged to utilise these services but over time DPC has onboarded 41 Forces to its current key offering, the Single Online Home (SOH), with the remaining Home Office Forces in the process of onboarding or planning to do so. DPC needs to continue developing national solutions that are in line with the needs of the Public and Police Forces.

3.4 The following approach was defined for DPC:

3.4.1 DPC Vision: Using technology and data to deliver public contact services that are intuitive, efficient, and effective at the earliest point of contact.

3.4.2 DPC Mission: To provide a range of convenient, accessible, and nationally consistent products and services (to both MoP and forces) that enable better policing.

3.4.3 DPC Objectives:

3.4.3.1 Increase the choice of contact channels

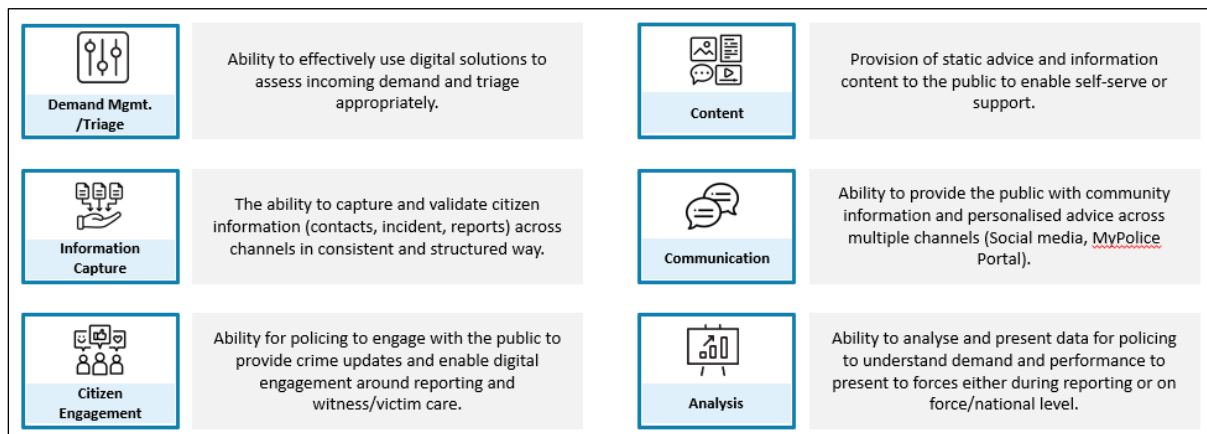
3.4.3.2 Enable MoP self-service

3.4.3.3 Utilise digital channels to meet MoPs needs and expectations

3.4.3.4 Create capacity in Force Control Rooms and wider policing

3.4.3.5 Provide nationally consistent digital services

3.5 In order to meet these objectives, DPC has the aim of building a suite of products and services which deliver the below business capabilities.

**Figure 1 – DPC: Business Capabilities**

## 4. The Current Digital Landscape

- 4.1 The primary digital solution currently delivered by the DPC programme is the SOH. SOH provides a national web-based platform and aspires to be a digital front counter for the public. On SOH, the public can access information, advice and services for any location at any time about local crime information, reporting a crime, and applying for a firearms license.
- 4.2 The national platform is live in 41 forces, with this expected to increase to 42 forces by the end of 2024/25. The SOH is hosted by the Metropolitan Police Service (MPS) and maintained by a National Digital Team (NDT). The service is being continuously developed and rolled out by DPC.
- 4.3 The SOH core website services have been built using a CMS hosted on a cloud platform. When a member of the public completes a form on the platform, the data is routed to the relevant police force using the SOH integration platform, the iHub.
- 4.4 The SOH platform is built on Optimizely (formerly EPiServer) CMS (v11), implemented with an Infrastructure as a Service (IaaS) architecture on Azure cloud. The solution also includes a bespoke form builder developed by the incumbent supplier. The v11 CMS platform implementation needs to be upgraded and/or replaced as part of this activity.
- 4.5 Information flow from the SOH to police forces is currently one-way. There is no mechanism for forces to feed back or for the public to check case status or engage with the Police online. The DPC Programme has

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conducted various pieces of research into the public demand and possible technical approaches for building a more interactive, two-way capability which has all fed into the requirements for the National My Police Portal. This research has confirmed strong expectations from the public and demand from forces, who are looking to drive efficiencies and provide a better service, in alignment with the National Policing Digital Strategy 2030, the Beating Crime Plan and the Code of Practice for Victims of Crime.

- 4.6 The iHub is an integration platform designed to orchestrate and facilitate the exchange of data between the SOH and police systems.
- 4.7 The iHub routes the data from each report completed by the public on a SOH website to the relevant police force. By default, the report is sent by email, including a PDF document with the questions and responses provided.
- 4.8 The iHub can also send reports as data. A number of integration solutions are offered, with 'System APIs' specific to major systems used by many forces and a 'Standard API' capability to enable submission to other API-enabled systems. The report data lands into the force system, avoiding the need for rekeying and providing a corresponding benefit in terms of accuracy and efficiency.
- 4.9 Although initial use cases for the iHub have centred around the submission of data from SOH to forces, future use cases are expected to involve other data flows and third parties. It is envisaged that for the national portal any data submitted to or from public users of the portal will be routed via the iHub from or to the systems used by forces, and other agencies/partners where applicable and feasible.
- 4.10 The iHub is an implementation of MuleSoft Anypoint, provided as an Integration Platform as a Service (IPaaS), with supporting services hosted on AWS Public Cloud.
- 4.11 In addition to the Optimizely CMS and iHub integration platform, the end-to-end DPC ecosystem employs a range of other technologies. Appendix E presents an analysis of technology components used across all aspects of the service.

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## 5. Background To The Requirements

- 5.1 The National Police Chiefs' Council (NPCC) has a vision to be the most trusted and engaged policing service in the world, working together to make communities safer and stronger by 2030. DPC has a vision to use technology and data to deliver public contact services that are intuitive, efficient, and effective at the earliest point of contact.
- 5.2 There is currently no national digital capability with direct communications and portal functions in policing, there is some fragmented capability held by some Forces at a local level. The public are keen for interaction through a digital channel that builds a rapport with forces which supports the need to procure a national police portal.
- 5.3 Currently, the public experience several challenges, which were identified in public engagement research conducted in 2021:
  - 5.3.1 There is a lack of local presence and availability of the police in the community which erodes their ability to resolve crimes and issues.
  - 5.3.2 There is a lack of consistent and complete communications and feedback from the police, leaving the public uninformed and unattended to.
  - 5.3.3 There is a lack of transparency around police decision making processes leaving the public feeling disempowered and lacking confidence that their report is being dealt with.
  - 5.3.4 There is a lack of an authoritative, trusted police voice, meaning that expectations are being set by other sources and influencers, specifically social media.
  - 5.3.5 There are increasing pressures on policing. The volume of 101 calls is increasing (c.19.2m calls last year and 30-40% of callers call back to seek advice or ask for an update).
  - 5.3.6 Forces are being incentivised to deliver digital services to achieve national digital strategic plans but to ensure national consistency there is a need to prevent isolated, local development.
- 5.4 To support the national direction and address the problems above, there is a need for a nationally consistent offering. In Figure 1 (above), the



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Business Capabilities that DPC are seeking to deliver are outlined. With regards to the options that are part of this RFI, the capabilities required are as follows:

- 5.4.1 A National My Police Portal which provides a high-quality digital experience to the public whilst supporting policing: the key capabilities to be delivered are Citizen Engagement, and Communication.
  - 5.4.2 The modernisation of the current CMS offering for websites/content, form creation and digital reporting.
  - 5.4.3 A force integration design and integration and the delivery of local functionality.
- 5.5 Below is the full range of capabilities with added context on how they will need to be delivered.
- 5.5.1 Citizen Engagement: Ability for policing to engage with the public to provide crime updates and enable digital engagement around reporting and witness/victim care.
    - 5.5.1.1 There is a nationally available solution supporting case-tracking with a national MoP identity and access management functionality, supporting the public to use a single user account across all forces.
    - 5.5.1.2 The public are informed of status changes to their service request through push notifications to a suitable app, email, SMS or voice channels. The communication preference is defined by the MoP.
  - 5.5.2 Communication: Ability to provide the public with community information and personalised advice across multiple channels (Social Media, My Police Portal).
    - 5.5.2.1 Using devices' biometric capabilities, context sensitive information is provided to the MoP based on their location,

home, previous interactions, and service request through the appropriate channel.

5.5.2.2 Information is available across multiple channels, supporting channel choice and providing more options to suit varying demographics and groups within society.

5.5.3 Demand Management / Triage: Ability to effectively use digital solutions to assess incoming demand and triage appropriately.

5.5.3.1 There is functionality for Force Control Room (FCR) operator support, including chatbots and AI triage.

5.5.3.2 Triage services are available across multiple channels, allowing reports to be made via Social Media, Live chat and Voice Platforms (for example, IVR).

5.5.3.3 Prioritisation of contact is based on intent and keywords (for example, weapons, threat, risk or harm), which is

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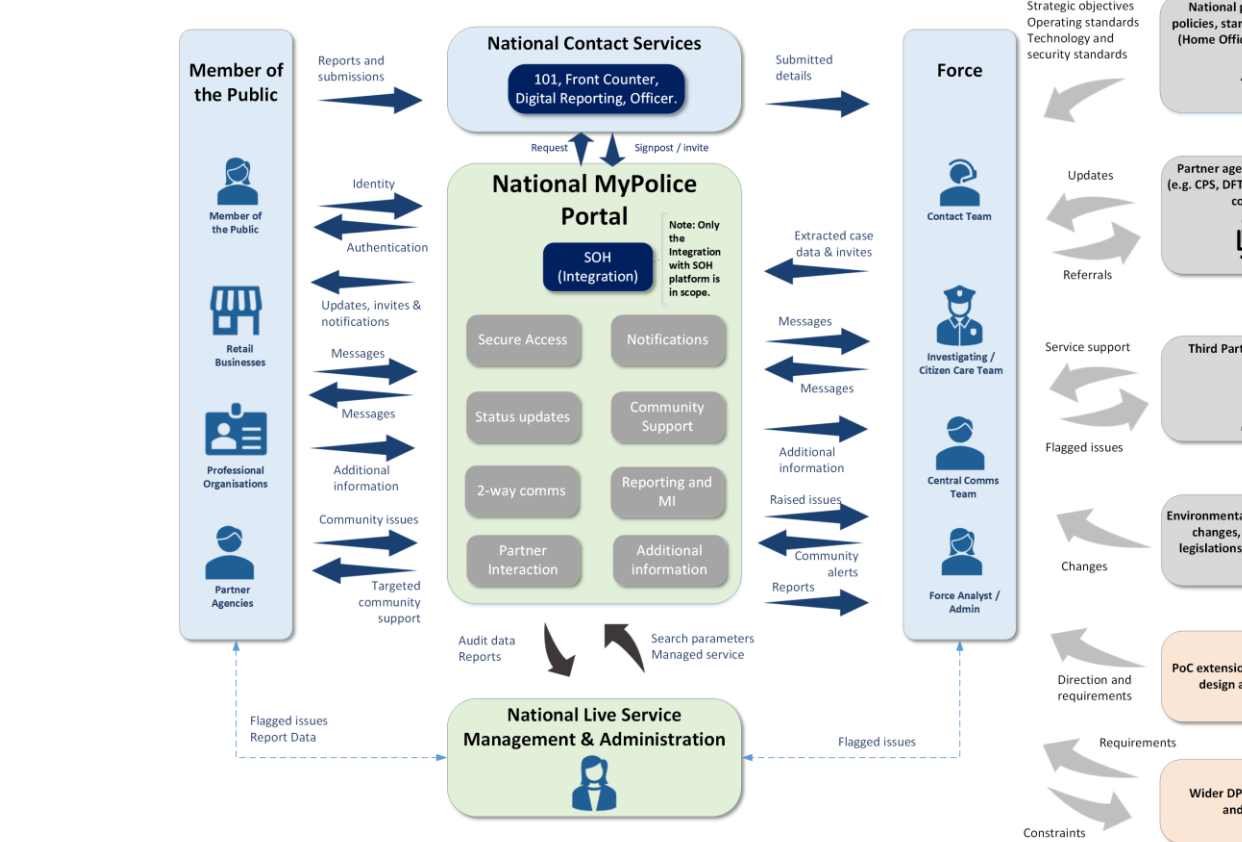
established using NLU (Natural Language Understanding) of the MoP's utterance.

- 5.5.4 Information Capture: The ability to capture MoP information (contacts, incident, reports) across channels in a consistent and structured way.
  - 5.5.4.1 Data capture is enabled by a flexible and dynamic forms engine capable of dealing with natural language to establish MoP intent.
  - 5.5.4.2 It is clear to the public which form they need to fill out for the situation they are in.
  - 5.5.4.3 MoP's can create, modify, and save forms for services, allowing them to return to a previously initiated form.
  - 5.5.4.4 Forms are pre-populated for the public based on individual/retail user accounts, allowing easier and more efficient information capture.
- 5.5.5 Content/Advice/Information: Provision of advice and information content to the member of the public to enable self-serve or support
  - 5.5.5.1 A 'create once, publish everywhere' content model is enabled, allowing consolidated content to be published across multiple channels ensuring that messages across each channel are consistent.
  - 5.5.5.2 The SOH website and app use location-based services to default users to the closest force but will allow them to change the force if required.
- 5.5.6 Analysis: Ability to analyse and present data for policing to understand demand and performance to present to forces either during reporting or on force/national level.
  - 5.5.6.1 An analysis toolset which pulls MoP input information and datasets.
  - 5.5.6.2 Toolsets are integrated into SOH enabling automated data updates without manual effort. Data is captured in a standard and structured format from MoP input and across

all forces, allowing real time comparison of contact performance across forces and accurate analytics and benefits capture for channel change.

5.6 As part of the National MPP services, we will now explore the National Portal element in more detail:

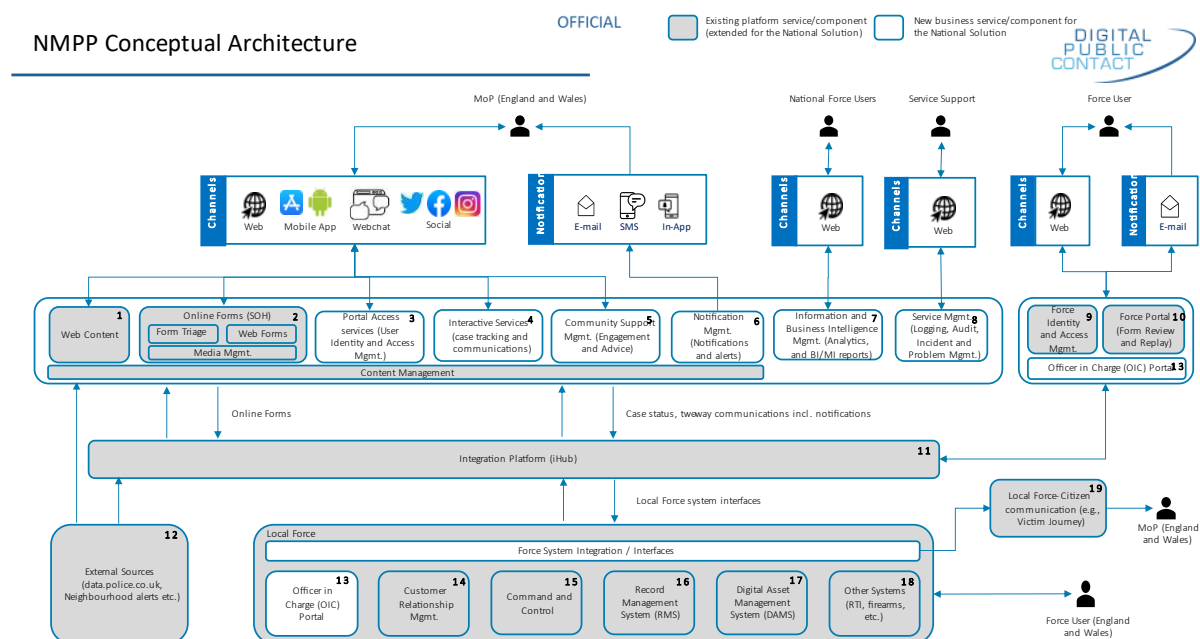
5.6.1 The vision outlined is for a service allowing every MoP and Police Force in England and Wales access to a range of interactive digital police services in one coordinated place, enhancing the public's experience. This is coupled with a mission to give police forces the ability to digitally update, interact and provide information to the public via a nationally consistent, secure and responsive My Police Portal enabling a



- Target users include Members of the Public in varying roles, various force teams and national service management.
- Web and App capability.
- Secure access with levels of authentication.
- Crime and non crime updates and two-way communications.
- Relevant advice and information.
- Targeted community information and engagement.
- Partner agency interaction, referrals and end to end witness and victim care

- 5.6.3 The below shows the conceptual architecture of the National My Police Portal and how it interfaces with existing services:

**Figure 3 – Conceptual Architecture**



- 5.6.4 The High-Level Business Requirements can be found in Appendix C.

- 5.6.5 The business services needed to support the outcomes for the National My Police Portal are outlined in Figure 3 (below). These business services and the underlying business functions

NATIONAL MY POLICE PORTAL – Business Services					
Business Services	Portal Access	Interactive Services	Community Support	Notifications Management	Monitoring and Management
	Provision of secure access to National Portal for users to undergo the relevant and appropriate identity and access management processes.	Provision of a range of digital interactive services including status updates, 2-way communications and being able to report online via SOH through portal.	Provision of policing presence and support in local communities and access to a single, authoritative, trusted police voice.	Processing and management of notifications in accordance with business scenario requirements / policies and MoP preferences.	Management and monitoring of national my police portal performance. Service administration and collection, analysis and distribution of portal performance data.
Business Functions	Registration and Sign-In Creation of MoP account and profile set up, authentication and management of the session. Includes registration, sign up.	Online Reporting Access to SOH services via portal so that it becomes a managed service as an authenticated user.	Community Information Local area activities, updates, statistics, local news, police appeals, and Neighbourhood Police Team information based on location preference.	Automated Notifications Automated transmission of notifications via text and email in line with interactive and community services.	Reporting and MI Generation of operational reports to support local and national policing analysis and continuous improvement of the end to end portal service.
	Self-Account Management Management of MoP account settings and personal information on the portal.	Track Status Regular, timely and accurate status updates to be able to follow progress removing the need to contact the force with an update request.	Community Engagement Provision of targeted engagement and communications connecting the public to the police based on location and / or interest groups. Includes raising and receiving incident alerts on local issues.	Manage Notifications Processing notifications in line with user's notification preferences and business scenario requirements.	Auditing Collection and management of end-to-end audit data to support operations and management. Includes data and all transactions.
	Role Based Access Control Secure access and control to portal services and information based on roles. Includes businesses.	Collaboration 2-Way Communication Direct, secure two-way digital communications for the MoP and Officer to directly interact with each other	Community Advice Access to personalised advice and information and guidance (e.g. fraud advice following a theft report).	Push Notifications and Alerts Provision and management of push notifications and incident alerts related to individuals' location and supporting the community engagement business service.	Admin Access and Management Secure access, permissions management, prevention of misuse, manual invitations, reminders to register past submission of an SOH report or where an invitation needs to be sent on a case-by-case basis.
		Additional Information Provision of appropriate mechanisms for providing additional information (text or file based) for an existing report			
		Appointment Scheduling (TBC) A service which handles appointment scheduling.			
	Partner Interaction (TBC) Partner interaction service providing end to end witness and victim care.				

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- 5.7.4.1 Local force integration service: a local integration platform or use of API management capabilities incorporated into other products.
  - 5.7.4.2 User Journey builder: capability for defining user journey workflows and determining required notifications.
  - 5.7.4.3 Communications Platform/Service: send SMS and email notifications to the public. A national capability is needed for portal messages. Forces may also have this functionality.
  - 5.7.4.4 Local Customer Relationship Management (CRM) / Office in Charge / Officer in the Case (OIC) Portal: may be a component(s) to support some portal services, may be used for case review and two-way messaging and/or to support digital report triage.

## **6. Information Required**

- 6.1 DPC requires you to submit responses to the questions set out in the attached Questionnaires and commercial model templates to assess delivery options and pricing approaches to fulfil the scope set out in this RFI. You are free to consider this as a comprehensive, integrated end-to-



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end set of activities and/or as separate activities based on your capabilities.

- 6.2 DPC requires the response to be submitted in a format compatible with Microsoft Word and Excel that you should create in separate documents.
- 6.3 Please ensure that responses include answers to the formal questions in the Questionnaire included in this RFI.
- 6.4 Apart from this, please use whatever format is best suited and ensure that enclosures are clearly referenced.
- 6.5 Responses should be limited to the number of words per question stated for each plus any additional supporting information and diagrams.
- 6.6 Please note that supplier personnel would be required to hold relevant security clearance for the delivery of any service including NPPV

## 7. Timelines for RFI

- 7.1 These are our intended timelines. We will try to achieve these but, for a range of reasons, dates can change. We will tell you if and when timelines change.

- 7.2 Please see the below for the RFI's timelines:

Date	Activity
20/09/24	Publication of the RFI
21/09/24	Clarification period starts
03/10/24	Clarification period closes
10/10/24	Deadline for the publication of responses to RFI Clarification questions
18/10/24 17:00	Deadline for submission of a RFI Response
21/10/24	Analysis of RFI responses commences
08/11/24	Confirm next steps to RFI Respondents



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## 8. When And How To Ask Questions

- 8.1 We hope everything is clear after you've read this RFI document.
- 8.2 If you have any questions, you need to ask them as soon as possible after the RFI is published. This is because we have a set deadline for submitting questions – the clarifications questions deadline (refer to timelines for RFI above). This gives you the chance to check that you understand everything before you submit your response.
- 8.3 You need to send your questions through the following email address: [petermurray@deloitte.co.uk](mailto:petermurray@deloitte.co.uk). This is the only way we can communicate with organisations. Try to ensure your question is specific and clear. Do not include your identity in the question. This is because we publish all the questions and our responses to all organisations invited.
- 8.4 Responses will be published in a Questions and Answers document to all organisations who have registered their interest via the email address.
- 8.5 DPC will not enter into exclusive discussions regarding the requirements of this RFI with any organisation who have expressed an interest.

## 9. RFI Costs

- 9.1 DPC will not reimburse any costs incurred by an organisation (including the costs or expenses of any members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors or advisors) in connection with the preparation and/or submission of the organisation's RFI response, including (without limit) where:
  - 9.1.1 The RFI is cancelled, shortened or delayed for any reason (including, without limitation, where such action is necessary

due to non-compliance or potential non-compliance with the law, including the Regulations);

- 9.1.2 All or any part of the RFI is at any time amended, clarified, added to or withdrawn for any reason;
- 9.1.3 The organisation and/or its respondent is disqualified from participation in this RFI for any reason, including breach of these Terms of Participation.

## **10. Right To Cancel Or Vary This RFI**

DPC reserves the right to:

- 10.1 Change the basis of or the procedures for this RFI at any time;
- 10.2 Amend, clarify, add to or withdraw all or any part of the RFI at any time, including varying any timetable or deadlines set out in the RFI; and:
- 10.3 Cancel all or part of this RFI at any stage and at any time.

## **11. Right To Confirm Or Request Updated RFI**

- 11.1 DPC reserves the right to require organisations to confirm that their RFI response remains accurate at all stages of the RFI process and/or to request updated Information.
- 11.2 DPC also reserves the right to specify additional standards or requirements according to their particular requirements.

## **12. Conduct – Specific Obligations**

- 12.1 You must not directly or indirectly canvass any Minister, officer, public sector employee, member or agent regarding this RFI or attempt to obtain any information from the same regarding this RFI (except where and as permitted by the RFI). Any attempt by the organisation to do so may result in the organisation's disqualification from this RFI.

## **13. Notices To Organisations**

- 13.1 This RFI and any related documents referred to have been prepared for the pre-market test to gather information.
- 13.2 Whilst prepared in good faith, the RFI documents are intended only as a preliminary background explanation of DPC's activities and plans.

Therefore, it is not intended to form the basis of any decision on whether to enter into any formal procurement process or contractual relationship.

13.3 The RFI documents do not purport to be all inclusive or to contain all of the information that organisations may require.

13.4 Neither DPC or its advisors, (included but not limited to) the directors, officers, partners, employees, other staff, agents or advisers of any such body or person:

13.4.1 Makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the RFI documents;

13.4.2 Accepts any responsibility for the information contained in the RFI documents or for its fairness, accuracy or completeness; or

13.4.3 Shall be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.

13.5 Nothing in the RFI documents is, or should be, relied upon as a promissory or a representation as to any ultimate decisions in relation to the RFI.

13.6 The publication of the RFI documents in no way commits DPC to any route to market for any formal procurement or to award any contract.

13.7 Nothing in this RFI shall:

13.7.1 prevent us from exercising at our discretion any competitive process (compliant with the Public Contracts Regulations 2015 or the Procurement Act 2023) to source a solution.

13.7.2 provide the you with any presumption or likelihood of success during any procurement process undertaken by us.

13.8 Nothing in this RFI shall be seen as offering or providing any exclusive opportunity to you.

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## 14. Confidentiality

14.1 The contents of the RFI are being made available on the conditions that the organisation:

- 14.1.1 Treats the RFI as confidential at all times, unless the information is already in the public domain;
- 14.1.2 Does not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen, except where, and to the extent that, the Information has been publicised in accordance with paragraph 15 (Freedom of Information);
- 14.1.3 Only uses the Information for the purposes of preparing a Response (or deciding whether to respond); and
- 14.1.4 Does not undertake any promotional or similar activity related to this RFI within any section of the media.

14.2 An organisation may disclose, distribute or pass any of the Information to its members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors, advisers or to any other person provided that:

- 14.2.1 This is done for the sole purpose of enabling the organisation to submit its response and the person receiving the information undertakes in writing (such written undertaking to be made available to DPC on DPC's request) to keep the information confidential.
- 14.2.2 It obtains DPC's prior written consent in relation to such disclosure, distribution or passing of Information; or
- 14.2.3 The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to this RFI;
- 14.2.4 The organisation is legally required to make such a disclosure; or
- 14.2.5 The information has been published in accordance with paragraph 15 (Freedom of Information).

- 14.3 DPC may disclose information submitted by organisations during this RFI to its officers, employees, agents or advisers or other government departments who are stakeholders in this RFI.
- 14.4 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure.
- 14.5 Further, the Cabinet Office has a cross Government role delivering overall Government Policy on public procurement – including ensuring value for money and related aspects of good procurement practice.
- 14.5.1 For these purposes, DPC may disclose within HM Government any of the organisation's documentation or information (including any that the organisation considers to be confidential and / or commercially sensitive such as specific information in its response) submitted by the organisation during this RFI. Organisations taking part in this RFI consent to such disclosure as part of their participation in the RFI process.

## **15. Freedom Of Information**

- 15.1 In accordance with the obligations and duties placed upon public authorities by the FoIA (Freedom of Information Act 2000) and the EIR (Environmental Information Regulations 2004) and in accordance with any Government Code of Practice on the discharge of public authorities' functions under the FoIA all information submitted to DPC may be disclosed under a request for information made pursuant to the FoIA and the EIR.
- 15.2 Organisations should note that the information disclosed pursuant to a FoIA or EIR request may include, but is not limited to, the disclosure of its RFI response (including any attachments or embedded documents).
- 15.3 If the organisation considers any part of its Response or any other information it submits to be confident or commercially sensitive, the organisations should:
- 15.3.1 Clearly identify such information as confidential or commercially sensitive;

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- 15.3.2 Explain the potential implications of disclosure of such information taking into account and specifically addressing the public interest test as set out in the FoIA; and
  - 15.3.3 Provide an estimate of the period of time during which it believes that such information will remain confidential or commercially sensitive.
- 15.4 If the organisation identifies that part of its Response or other information it submits is confidential or commercially sensitive, DPC in its sole discretion will consider whether or not to withhold such information from publication. Organisations should note that, even where information is identified as confidential or commercially sensitive, DPC may be required to disclose such information in accordance with the FoIA or the EIR.
- 15.5 DPC is required to form an independent judgement of whether the Organisation's information referred to in paragraph 14.3 is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. DPC cannot guarantee that any information indicated as being confidential or commercially sensitive by the organisation will be withheld from publication.
- 15.6 If the organisation receives a request for information under the FoIA or the EIR during and in relation to this RFI, it should be immediately referred to DPC.

## 16. Intellectual Property Rights

- 16.1 The RFI remains our property. You must use the RFI only for providing information for this RFI.
- 16.2 You allow us to copy, amend and reproduce your response so we can:
- 16.2.1 assess responses
  - 16.2.2 comply with law and guidance
  - 16.2.3 carry out our business
- 16.3 Our advisors, subcontractors and other government bodies can use your bid for the same purposes.



## 17. No Inducement Or Incentive

17.1 The organisation acknowledges and agrees that nothing contained within the RFI shall constitute an inducement or incentive nor shall have in any other way persuaded an organisation to submit a response or enter into any other contractual agreement.

## 18. Support Information

18.1 For support please contact:

Contact Us	
Name:	Peter Murray
Email Address:	petermurray@deloitte.co.uk

## 19. Appendices

### 19.1 Appendix A – Pricing Matrix

- 19.1.1 Attached as an external document: **Appendix A1 – National My Police Portal Services\_Commercial Model Template**
- 19.1.2 Attached as an external document: **Appendix A2 – Local Force Design and Integration\_Commercial Model Template**
- 19.1.3 Attached as an external document: **Appendix A3 – Service Integration\_Commercial Model Template**

### 19.2 Appendix B – Glossary

DPC Term and Abbreviation	Description
Member of Public (MoP)	It refers to any member of public within the UK.
National Police Chiefs' Council (NPCC)	A council that brings UK police leaders together to set direction in policing and drive progress for the public.
My Police Portal	The name given to the required solution for national portal services. The aim is to give Police Forces in England and Wales the ability to digitally update, interact and provide information to

	Members of the Public via a nationally consistent, secure and responsive national portal enabling a seamless digital experience whilst enabling efficiency and effectiveness in forces.
Proof of Concept (PoC)	An activity informing National My Police Portal Services design and development
Digital Public Contact (DPC)	A Home Office funded National Police Chiefs' Council (NPCC) programme, which was established to deliver digital contact / engagement solutions, on behalf of forces, to the public that address both public contact needs and the operational challenges associated with increased public demand. My Police Portal will be funded and delivered by this programme.
Single Online Home (SOH)	The primary digital solution currently delivered by the DPC programme. SOH provides a national web-based platform and aspires to be a digital front counter for the public. On SOH people can access information, advice and services when and wherever they are for reporting a crime, applying for a licence and local crime information.

### 19.3 Appendix C – National Portal High Level Requirements

#### Public

- Simple and easy to use for English and Welsh users.
- Convenient and secure access:
  - Secure access via Web and App
  - Account registration, management and single login
  - View and track progress: View automated status updates and timeline, View Officer in the Case (OIC) details, View live and historic data
  - Collaboration functions such as: Direct 2-way messages, Ability to upload information on request
  - Access to victim support and advice.
  - Local information services. (e.g. Link to Your area)
  - Community engagement and support for example:
    - Community interest groups
    - View alerts from police (push notifications)
    - Ability for public to raise local community issues
  - Receive automated notifications and notification management.
  - Interaction with partner agencies and local authorities
- Compliance with national policing and government Web and App content Accessibility and usability standards, security requirements and Data protection assurance constraints, ICT and CNI requirements
- Web and app must perform consistently and reliably across different devices and operating systems

- Highly responsive for all portal actions. (no longer delay than 0.1s)
- Ability to handle high volume of transactions. (Users and throughput)

**Forces**

- Easy to access and use portal functionality via or integrated to existing systems providing the internal ability to enable the relevant public services
- Ensure secure Role Based Access Control (RBAC) and permissions management
- Ensure compliance with national and local policing operating procedures, standards, legislation and policies including the code of practice for victims of crime (VCOP) [Code of Practice for Victims of Crime](#)

**National service establishment**

- Agreed funding model and approach
- Implemented national sustainment capabilities, including teams, approaches and tools

**National service administration**

- Service management, monitoring including generation of MI reports. RBAC permissions, set up, account management
- Future management and ownership of roadmap
- Stakeholder engagement and management for portal product lifecycle management (E.g. technology uplift and deployment)
- 3rd party contract management

**National service management and support**

- Ability to receive flagged issues for onward management
- Access to end to end audit data
- Ability to deliver high quality incident identification, investigation and resolution with high quality customer feedback
- Managed deployment of changes

**19.4 Appendix D – Volumetric Data**

To support the request for ROM costs, the figures below are estimates only of the capacity that National My Police Portal Services might require. The second value column shows the estimate if the solution reaches full maturity and adoption which you are asked to consider in your response.

Transaction Type	Metric	Value (national estimate) at initial Force level	Value (national estimate) at full maturity and adoption
MoP messaging	Yearly MoP messages	236,572	81,315,042
Force officers and staff messaging (including automated, templates, forms and ad hoc messages)	Yearly force messages	60,160	16,762,052
Account activities (MPP accounts / deletion / logins / account modifications)	Max potential number of MPP accounts	261,556	47,205,195
Logins	Yearly logins	889,291	40,228,924
Account modifications	Yearly account modifications	26,156	1,676,205
IT service requests	Yearly IT service requests	1,510	140,090
Polls of force data	Yearly polls of force data	730	1,460
Polls of other integrated systems (i.e. CPS / MoJ systems)	Yearly polls of integrated systems data	730	1,460
Polls of public user data (e.g. read message alerts)	Yearly polls of user data	35,040	105,120

### 19.5 Appendix E – Digital Public Contact Technical Overview

This section provides an overview of the various components making up the current DPC Technology Landscape.

Area/Grouping	Components	Description
<b>Firewall and Content Delivery</b>	Cloudflare	The Single Online Home (SOH) platform is generally protected through a Cloudflare Web Application Firewall and Content Delivery Network solution, which includes Distributed Denial of Service protection.

<b>Hosting – Microsoft Azure</b>	Azure (Website, Issured Platform)	SOH website services are hosted on Azure using a primarily IaaS approach. Azure provides ancillary facilities to SOH such as BLOB storage and access management. Another MS Azure tenant managed by a DPC supplier supports the 'StreetSafe' tool and dashboard services.
<b>Hosting – Amazon Web Services (AWS)</b>	AWS	The iHub (integration platform) uses Salesforce (MuleSoft)'s Cloudhub Integration Platform as a Service (IPaaS), running on an Amazon Web Services (AWS) tenant. Another AWS tenant provides iHub hosting, queuing, storage and services, and a further tenant provides front end services for data.police.uk.
<b>SOH Content Management System</b>	Optimizely CMS Publishing & Content Management, Police.UK, Force and Auxiliary Body Websites	The core Content Management System (CMS) for the platform is Optimizely (formerly EPiServer) v11.20.14, running in an IaaS configuration on Microsoft Azure. It provides content authoring and versioning for the presentation of content and gathering of data for the platform.
<b>SOH Website Forms and Data Modelling</b>	Bespoke forms builder on CMS, Stoplight	The SOH Websites host forms which have been built using a bespoke forms engine developed by the current prime SOH supplier. This includes a data model component. Data models for the iHub are developed using the Stoplight SaaS platform.
<b>Helper APIs</b>	Google Maps, Google Places GovPay	Google Maps provides maps to help the public find locations. Google Places provides helpers to find addresses and locations. GovPay is used to support payment for paid services such as firearms licensing.
<b>Live Chat Service</b>	Cisco Webex Engage, force provided	The SOH has a LiveChat capability based on the Cisco Webex Engage product. This is used by 13 forces, with over 500 registered operators. A further 12 forces use alternative products, which they operate and manage themselves. A link is provided on the relevant SOH website.
<b>Media Upload</b>	Azure Cloud Media Upload Service, AWS Box Upload Service (Elastic Beanstalk)	The Media Upload service provides a mechanism for the public to upload multimedia files. Smaller media files (e.g. photographs to support road traffic incident reports or firearms and shotgun applications) can be sent to forces as part of form payloads. Larger media files (e.g. dashcam footage and mobile phone videos) can be loaded into the Met Police 'Box' application (for the Met only).

<b>Comms &amp; Stakeholder Management</b>	News Service, 'Local Area', CRM/Trackers	SOH comms and engagement tools for the general public include the SOH news service and local area pages. Forces support this with social media tools (principally Orlo, Sprinklr or Hootsuite). DPC customers have many stakeholders other than the general public, with varying comms and engagement needs.
<b>Data.police.uk and Legacy police.UK</b>	Legacy Technology stack	Data.police.uk is a legacy technology stack with facilities for forces to upload force boundaries, neighbourhood team data and defined areas of the Home Office Annual Data Requirement (ADR) such as crimes data, which are anonymised and made accessible to the public for download or access via APIs. The APIs are also used by the SOH to load the data used for police.uk and force site local area information.
<b>Identity &amp; Access Management-B2B/B2E</b>	Azure Entra ID, in-built (Optimizely, Cisco Webex, MuleSoft)	An instance of Azure Entra ID supports access control of the Azure platform and cloud services. Accounts for use of Optimizely, Cisco Webex and MuleSoft back-end services are created within those applications.  The DPC envisages future adoption of the National Identity and Access Management (NIAM) solution to manage force access to the above applications and also the future Force Service Portal.
<b>Integration Platform (iHub)</b>	MuleSoft (Salesforce) Anypoint Cloudhub, APIs and AWS VPC	The SOH strategic integration platform, iHub, comprises a set of APIs hosted on Salesforce (MuleSoft) Anypoint Cloudhub Integration Platform as a Service (IPaaS) and supporting services in an AWS VPC. It delivers the payloads to forces for all forms on the SOH website, using a combination of email and integration options.
<b>Development, Test and Change</b>	Azure DevOps	A central instance of Azure DevOps is used to support the management of requirements and backlogs using a delivery approach based on the Agile Scaled Framework (SAFe).
<b>Programme /Project Management</b>	Monday.com, Trello, MS Project	Monday.com is used to manage task management and planning in the NDT. It also hosts the 'Service Matrix' (see below). Trello is used to define and track the progress of platform Epics and Features. (NB: The delivery of those Epics and Features is managed using Azure DevOps.).
<b>Service Reporting and Analytics</b>	Splunk, Power BI	SOH platform services are currently augmented with service analytics and reporting from a number of sources – primarily Splunk for analysis and

		<p>reporting of the performance of the end-to-end solution, and Power BI for the reporting and analytics to forces.</p> <p>Google 360 (Analytics / Dashboards) and Google Tag Manager/ Analytics are used to track website usage and collect visitor insights.</p>
<b>StreetSafe and Analytics and Insight Dashboard</b>	Streetsafe, Streetsafe dashboard, Streetsafe App, A&I dashboard	<p>A DPC supplier separately hosts Azure environments for services related to 'StreetSafe' and the Analytics and Insight dashboard. StreetSafe is a tool for the public to report locations of concern, primarily to prevent Violence against Women and Girls, and a dashboard for presenting the reports submitted, accessible via the PDS Knowledge Hub. There is an app which is a simple PWA wrap of the StreetSafe reporting web pages. The A&amp;I dashboard provides analysis to forces of their SOH reports, combined with 101 and 999 call records.</p>
<b>Service and SIEM Monitoring and Alerting</b>	Splunk, Azure Sentinel, National Management Centre (NMC)	<p>SOH uses Splunk for Application Performance Monitoring (APM) including log aggregation, management, analysis and reporting of Single Online Home platform and Content Delivery Network (CDN) performance.</p> <p>An instance of Azure Sentinel is used for platform log aggregation, monitored by the PDS hosted National Management Centre (NMC).</p>
<b>Service Management</b>	MPS ServiceNow 'Service Matrix'	<p>Service management of SOH and iHub platforms is supported by MPS Service Delivery, using the MPS-wide implementation of ServiceNow. The current SOH supplier also has a local service management function utilising the Alemba Service Manager product.</p> <p>The 'Service Matrix' is a database created using 'Monday.com' that records forces' configurations of SOH services including service versions and integration versions used for each force.</p>
<b>SOH Services</b>	SQL Short Term Store, SOH Integration (Hangfire)	<p>The forms data API generates the JSON payload for iHub transfers. Hangfire is used for job processing to support iHub form queuing and submission.</p>
<b>SOH 'Elevated' incl: Secure Forms Portal</b>	Secure Forms Portal, SQL Long Term Store	<p>The SOH 'Elevated' area provides longer term storage of data from forms completed on SOH websites. It also hosts an application, the 'Secure Forms Portal' (SFP), providing MPS operators with a view of MPS forms and some capabilities for review and resubmission of forms.</p>

		The services in 'the Elevated' area are considered legacy and are in the process of being superseded by iHub services and a new Force Service Portal.
<b>Force Service Portal (in development)</b>	iHub, custom software	The Force Service Portal will provide forces with a dashboard where they can review and monitor form submissions and, if required, investigate failures and replay submissions. It is expected to develop further over time as a general self-service capability for forces. The initial deployment is planned during FY24/25.
<b>SOH App</b>	PWA, iOS, Android app versions	The SOH App is a lightweight wrapper to services on the Police.UK website with the ability to link through into individual force websites. It is available on iOS and Android stores.
<b>Social Media</b>	(No DPC hosted tools)	The programme does not offer social media tooling but has developed a national social media operating model and supports forces in deploying social media capabilities using services called off from the national social media framework. The providers most commonly used by forces are Orlo, Sprinklr and Hootsuite.
<b>Children and Young People (CYP)</b>	(Instagram)	Instagram is used to host an engagement platform for young people.
<b>Architecture Management</b>	(No current tooling)	The programme makes little use of formal Enterprise Architecture tools. Documentation, designs and diagrams are generated using a variety of products (e.g. MS Office, Draw.io).



## **Questionnaire**

The Questionnaire covers two areas where supplier insights are requested:

1. The delivery of the capabilities set out for National My Police Portal services
2. The delivery of the capabilities set out for Local Force design and integration and business implementation and change services
3. The delivery of the capabilities set out for Service Integration and iHub integration platform provision and management

### **Questionnaire Part One: National My Police Portal Services**

Question No.	Question	Response
1	How would the supplier address the challenge set out and provide the National My Police Portal capabilities and business services set out in the RFI?	500 word limit plus all supporting diagrams
2	<p>How would the supplier approach the existing technology stack?</p> <ul style="list-style-type: none"> <li>a. Take on and upgrade the existing tech stack and build Portal on this stack</li> <li>b. Keep and upgrade tech and build a standalone Portal using other technologies</li> <li>c. Keep existing content from the tech stack and provide an alternative solution to deliver Website, Digital Reporting, and the Portal</li> <li>d. Other approaches</li> </ul>	<p>500 word limit plus all supporting diagrams</p> <p>Suppliers are asked to respond to any and/or all of these based on their approach and capabilities</p>
3	<p>What solutions would the supplier offer to deliver all the business capabilities in a different way and what are they?</p> <p>This could include:</p> <ul style="list-style-type: none"> <li>- The implementation of new components to replace the existing tech stack</li> <li>- Implementation of a fully integrated digital experience platform</li> <li>- Any consideration of COTS vs bespoke design and development</li> <li>- Delivery and support partners required</li> <li>- Methodology for delivery end-to-end</li> </ul>	<p>500 word limit plus all supporting diagrams</p> <p>Suppliers are asked to respond based on their approach and capabilities</p>
4	<p>How would, for the National My Police Portal specifically, the solution satisfy the requirement for:</p> <ul style="list-style-type: none"> <li>- deployment of the national portal</li> <li>- business change management</li> <li>- service management</li> </ul>	500 word limit plus all supporting diagrams
5	How would the Portal solution satisfy the requirement for Service Support [including the option of a public facing helpdesk (up to 24/7 x 365)]?	500 word limit plus all supporting diagrams

6	How would the supplier address the requirement to define and manage data and technical architecture models, APIs and blueprint/standards that Forces must adhere to?	500 word limit plus all supporting diagrams
7	<p>What commercial model would you suggest for National MPP services and support?</p> <p>What would be the Rough Order of Magnitude (ROM) cost for each element:</p> <ul style="list-style-type: none"> <li>- each business service capability element in scope individually</li> <li>- development and deployment of the solution</li> <li>- infrastructure and hosting</li> <li>- service management and support and maintenance</li> </ul> <p>See further guidance for answering:</p> <ul style="list-style-type: none"> <li>• Please clearly link this answer to the commercial model template you are to fill, this answer should serve as the rationale and explanation for the indicative pricing you insert within the template</li> <li>• Please describe how your pricing matrix would work across the different elements within the commercial template</li> <li>• The commercial model template has instructed for pricing across a 3-year contract term with an optional 2-year extension, but feel free to inform us of other models and how that would impact pricing</li> <li>• Please also specify what costs are fixed and what costs are variable</li> <li>• Please also specify any assumptions on costs</li> </ul>	500 word limit and please complete the attached spreadsheet

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**Questionnaire Part Two: Local Force design and integration services**

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Question No.	Question	Response
1	How would the supplier develop a solution design that Forces can call-off with pilot support / implementation delivery?	500 word limit plus all supporting diagrams
2	How would the supplier deliver local functionality including: <ul style="list-style-type: none"><li>- Local Force Integration Service</li><li>- User Journey Builder</li><li>- Communications Platform and Service</li><li>- Local Officer in the Case (OIC) Portal capability</li></ul>	500 word limit plus all supporting diagrams
3	How would the supplier's approach satisfy the requirement for: <ul style="list-style-type: none"><li>- local rollout and implementation</li><li>- business change management</li><li>- service management on a bespoke local implementation basis</li></ul>	500 word limit plus all supporting diagrams

4	<p>What commercial model would you suggest for the local Force design and integration service?</p> <p>DPC is interested in all options including a non-committed contract approach where the pipeline of activity across up to 43 Forces in England and Wales is funded on a project/Force basis</p> <p>What would be the Rough Order of Magnitude (ROM) cost for each element:</p> <ul style="list-style-type: none"> <li>- a standard local Force solution design and implementation</li> <li>- the model for a bespoke local design and integration</li> <li>- standard local service management and support and maintenance</li> </ul> <p>See further guidance for answering:</p> <ul style="list-style-type: none"> <li>• Please clearly link this answer to the commercial model template you are to fill, this answer should serve as the rationale and explanation for the indicative pricing you insert within the template</li> <li>• Please describe how your pricing matrix would work across the different elements within the commercial template</li> <li>• The commercial model template has instructed for pricing across a 3-year contract term with an optional 2-year extension, but feel free to inform us of other models and how that would impact pricing</li> <li>• Please also specify what costs are fixed and what costs are variable</li> <li>• Please also specify any assumptions on service and cost volumetrics</li> </ul>	500 word limit and please complete the attached spreadsheet
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**Questionnaire Part Three: Service Integration**

Question No.	Question	Response
1	<p>How would the supplier fulfil the role of Service Integrator (SI) for the services?</p> <p>This could include:</p> <ul style="list-style-type: none"><li>- the ownership and application of the blueprints/standards that Forces must adhere to</li><li>- the provision and/or oversight of the National MPP services</li><li>- provision and/or oversight of local Force integration</li><li>- the provision and/or oversight of the iHub integration platform layer</li></ul>	500 word limit plus all supporting diagrams
2	<p>The SI supplier could take over the provision and management of the iHub integration platform layer. Alternatively, they could oversee that platform and work with a separate iHub supplier to deliver and manage the iHub services, including the development of data schemas and APIs required for operation of the national MPP.</p> <p>How would the supplier approach the provision, management, and development of:</p> <ul style="list-style-type: none"><li>- the full iHub integration service</li><li>- iHub integrations to support operation of the national MPP</li></ul>	500 word limit plus all supporting diagrams



3	<p>What commercial model would you suggest for Service Integration and iHub services?</p> <p>What would be the Rough Order of Magnitude (ROM) cost for:</p> <ul style="list-style-type: none"><li>- full iHub service provision and management</li><li>- delivery of integrations to support operation of the national MPP</li></ul> <p>If the supplier only delivers the latter, please explain any dependencies and expectations upon the separate iHub supplier.</p> <p>See further guidance for answering:</p> <ul style="list-style-type: none"><li>• Please clearly link this answer to the commercial model template you are to fill, this answer should serve as the rationale and explanation for the indicative pricing you insert within the template</li><li>• Please describe how your pricing matrix would work across the different elements within the commercial template</li><li>• The commercial model template has instructed for pricing across a 3-year contract term with an optional 2-year extension, but feel free to inform us of other models and how that would impact pricing</li><li>• Please also specify what costs are fixed and what costs are variable</li><li>• Please also specify any assumptions on costs</li></ul>	500 word limit and please complete the attached spreadsheet
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