Early Market Engagement

Fleet Transport Management Solutions - SaaS

**Metropolitan Police Services:
Commercial Services, DDaT Transformation**

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08 JULY 2025

Introduction

*The MPS are conducting an **early market engagement** with potential solution providers to assess the wider market interest and indicative costs for a CoTS SaaS based fleet transport management platform with integration to several internal/external services.*

This early market engagement is not a commitment to proceed with a procurement or award Contract, but designed to outline the current situation, what the MPS are looking for and provide some more details on the rest of the market engagement process as well as an upcoming Invitation-To-Tender.
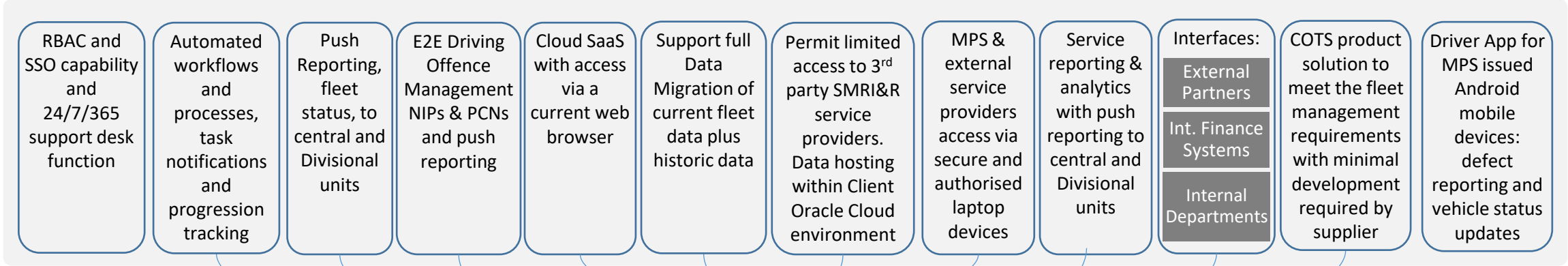
In this presentation we will address the following:

- Current Capability Fleet Management
- High-Level Requirements & Constraints
- Aspiration 21st Century whole fleet transportation management solution
- Early Market Engagement Face-to-Face Sessions
- Draft Procurement Timetable
- Procurement Specific Questionnaire Details
- Q&A

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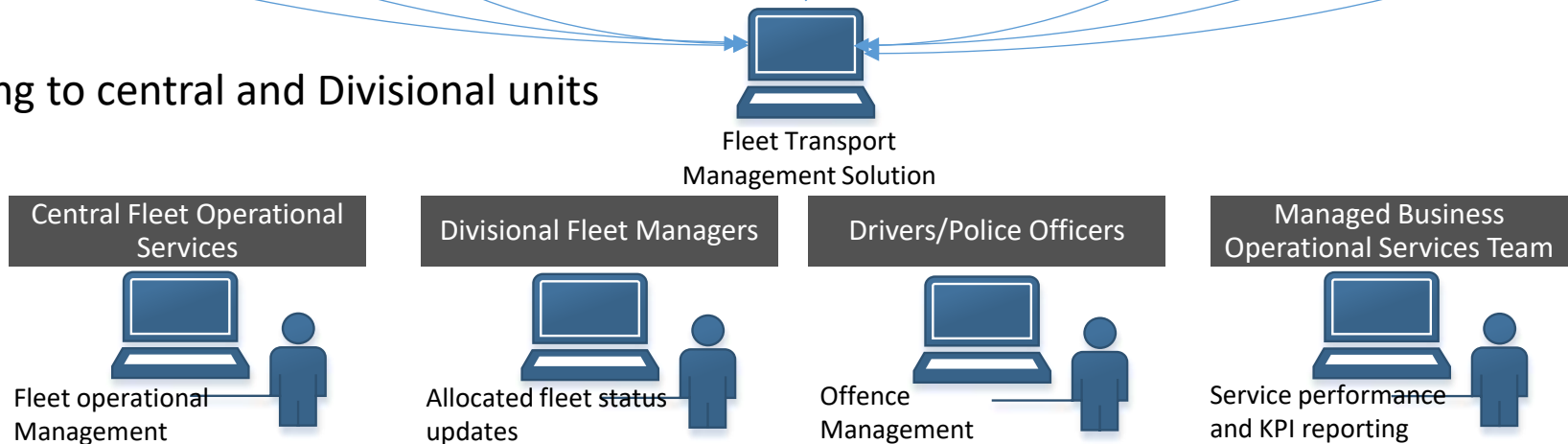MORE TRUST | LESS CRIME | HIGH STANDARDS

Current Capability Fleet Management System

- *MPS Fleet Services use a blended 'organically developed' suite of services and applications to manage the 6,000 fleet vehicle assets it operates supporting frontline policing across London. As of 2024 all fleet transport management services are delivered in-house with certain activities being released to 3rd party providers for collision repair, warranty work etc.*

- *MPS fleet management services include, but not limited to, procurement of new vehicles, conversion to operational vehicles to various classifications/operational uses, SMI & R activities, collection and delivery, workshop activities, parts and inventory management, 3rd party performance (PSP's and collision repairers, customer contact centre and various driver assistance services, end of life decommissioning and disposal of vehicles, NIPs and PCNs, general whole fleet status and detailed reporting capability*

- *These fleet management services are currently supported using Tranman series 9, PSOP – the MPS ERP system, and various O365 applications*

- *The intent is for MPS fleet data to be held within its managed Oracle Cloud hosted environment; various internal services will require access to data relevant to their purpose*

- *Access to data will be via a single portal controlled through SSO and RBAC*

Future State and High-Level Requirements

RBAC and SSO capability and 24/7/365 support desk function	Automated workflows and processes, task notifications and progression tracking	Push Reporting, fleet status, to central and Divisional units	E2E Driving Offence Management NIPs & PCNs and push reporting	Cloud SaaS with access via a current web browser	Support full Data Migration of current fleet data plus historic data	Permit limited access to 3rd party SMRI&R service providers. Data hosting within Client Oracle Cloud environment	MPS & external service providers access via secure and authorised laptop devices	Service reporting & analytics with push reporting to central and Divisional units	Interfaces: External Partners / Int. Finance Systems / Internal Departments	COTS product solution to meet the fleet management requirements with minimal development required by supplier	Driver App for MPS issued Android mobile devices: defect reporting and vehicle status updates

Push Reporting to central and Divisional units

Fleet Transport Management Solution

Central Fleet Operational Services	Divisional Fleet Managers	Drivers/Police Officers	Managed Business Operational Services Team
Fleet operational Management	Allocated fleet status updates	Offence Management	Service performance and KPI reporting

Core Fleet Management Areas

Vehicle Procurement   Vehicle Conversion   Key-4-Key   SM&I Scheduling   Delivery & Collection   Engineering Quality & Assurance   Vehicle Collision repair   Align with MPS & National Policies   De-Kitting & Vehicle Disposal   Real Time Reporting and Analytics

During 22, 23 and 24 July 2025 MPS will be holding three days of one-hour sessions for further market engagement. These sessions will be filled on a first come first served basis and are designed to further inform the MPS on the detailed requirements that are being built.

Those who do not attend will not be at any dis-advantage (i.e. As per the Procurement Act 2023 an ITT notice will be published which will not exclude any interested solution providers compliant with the Act)

Title:	Information:
Date / Time:	22 – 24 July 2025 / 3 days of 1 hour sessions
Location:	Tech UK Offices - Meeting Rooms
MPS Attendees:	4-5 - S Navas (Prog Dir.) R Thaker (Cmrcl Lead), XX (Fleet SME) x 2 or 3
Solution Provider Attendees:	Max: 3
Content (High Level):	Context, requirements update, Q&A
Expectations	Understanding challenges of the overall market, developing suite of questions on solutions, developing core requirements, understanding market in focused areas i.e. interfaces, implementation and phases

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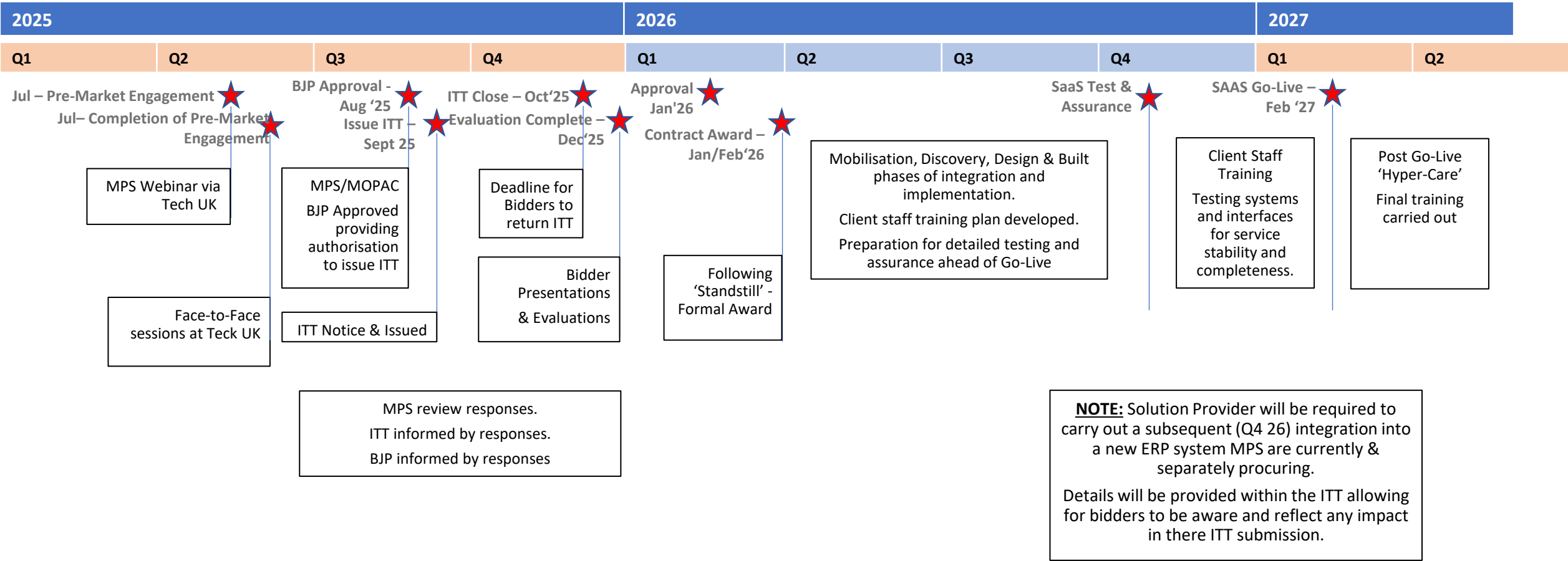| Allocated Time	Item	Content	Who
5 mins	Introductions	Introductions	All
10 mins	Context / Purpose	• Share the aspirations of MPS fleet operational services • Outline current challenges and summary of requirements: • Fleet asset management: Core fleet asset base / Workshops / Financial management / Part & Inventory management / Fines management / Administration & reporting / Users / Data model / Hosting	MPS
25 mins	Question Set	Solution Provider to answers question set: • Data and information management: Operational IT architecture / Delivery model / Data hosting - Client or Supplier / Interfaces and connectivity? • Through life SMR&I / Interfaces with existing MPS finance systems /Interfaces with existing and future sources of fleet / vehicle related data i.e. Telematics? • General D/D/D & then Test & Assurance methodology? • Readiness for go-live methodology? • Interface / API development? • Training provision? • Hyper-care early user support? • CI? • Reporting service of SaaS? • Reporting of services delivered through the SaaS? • Licenses or asset basis of annual costs? • Additional service/capability costs – modules or otherwise? • License checks? • Driver apps? • Data accessibility?	Solution Provider
15 mins	Solution Provider Presentation	• Opportunity for presentation / briefing of product / products	Solution Provider
5 mins	Close	Next Steps: Procurement Timetable	All

Draft Procurement Timeline

The following is a draft of a procurement timeline that will follow the market engagement activity. The timetable will provide an indication of when we are aiming to undertake procurement activities however, it is subject to change.

#	Activity / Steps	Date
1	Pre-Market Engagement	Jul 2025
2	Publish ITT Notice (Request to Participate / PQS)	Jul – Aug 2025
3	Shortlist Suppliers	Aug – Sep 2025
4	ITT Launch	Sep - Oct 2025
5	ITT Response Deadline	Oct 2025
6	ITT Bidder Presentations (Content as defined in ITT)	Oct 2025
7	ITT Evaluation & Moderation	Nov - Dec 2025
8	Award Recommendation & Approval	Jan 2026
9	Issue Award & Success Letters	Jan 2026
10	Publish Notice of Award / Standstill / Contract	Feb / Mar 2026
11	Contract Approval & Signature	Mar / Apr 2026
12	Implementation	Apr 2026 – Feb 2027
13	Go-Live	Feb 2027

Indicative Timeline for procurement Fleet Transport SaaS
NOTE: This is subject to change and does not represent a commitment to proceed with a procurement or award a Contract

2025				2026				2027	
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2

Jul – Pre-Market Engagement

Jul– Completion of Pre-Market Engagement

BJP Approval - Aug '25

Issue ITT – Sept 25

ITT Close – Oct'25

Evaluation Complete – Dec'25

Approval Jan'26

Contract Award – Jan/Feb'26

SaaS Test & Assurance

SAAS Go-Live – Feb '27

MPS Webinar via Tech UK

MPS/MOPAC BJP Approved providing authorisation to issue ITT

Deadline for Bidders to return ITT

Mobilisation, Discovery, Design & Built phases of integration and implementation.

Client staff training plan developed.

Preparation for detailed testing and assurance ahead of Go-Live

Client Staff Training

Testing systems and interfaces for service stability and completeness.

Post Go-Live 'Hyper-Care'

Final training carried out

Face-to-Face sessions at Teck UK

ITT Notice & Issued

Bidder Presentations & Evaluations

Following 'Standstill' - Formal Award

MPS review responses.

ITT informed by responses.

BJP informed by responses

NOTE: Solution Provider will be required to carry out a subsequent (Q4 26) integration into a new ERP system MPS are currently & separately procuring.

Details will be provided within the ITT allowing for bidders to be aware and reflect any impact in there ITT submission.

The PSQ will be issued at the time of the ITT Notice. The PSQ will be designed to enable the Authority to down-select prospective Bidders so that **only solution providers that can meet the ITT requirements will progress to the ITT** itself (this is regarded as the first step of the two-step competitive flexible ITT process that the Authority is conducting under the Procurement Act 2023. Listed below is an initial draft of requirements that will be captured in the PSQ to enable the Authority to qualify potential Bidders:

1. U.K. hosted COTS SaaS solution, PASF compliant accredited for a minimum 'Official-Sensitive' classification for handling Policing data in the cloud **(Data to be held either within MPS Hosted environment or within the suppliers secure hosted environment with all data and data server management to be held within the UK)**

2. Full product implementation/delivery, vehicle app for use on secure MPS Android mobile devices and single portal SSO and RBAC measures for fleet and driver management

3. Full service solution implementation that takes into account a primary implementation, with a subsequent phase involving incorporation of a new ERP system currently forecast for October 2027, circa 8 months after primary implementation

4. Continuous development (CI) for scheduled change requests, new releases, scalable solution changes against industry standards

5. Provide secure: Test, Production and Training environments

6. **Undertake full Data Migration activities onto the new solution (comprising Active Directory and current fleet list/data)**

7. **Provide full training on a blended learning approach provided for implementation and throughout the life of the contract (classroom based at MPS offices in Sidcup), online training and training documentation**

8. Provide full solution support throughout implementation, early life and BAU

9. Provide Solution access via authorised Laptop devices (Corporate Foundation & External Applicant Devices) via current browsers such as Chrome and MS Edge (HTML 5 Compliant) and Android mobile devices

10. **Solution to be compliant against min. Industry Standards & Regulations, i.e. ISO27001, GDPR, DPA, WCAG 2.1 etc.**

11. Solution to support automation, managed workflows and processes, with the potential for limited configuration with AI capabilities

12. Ability to integrate to various internal, external 3rd party SaaS & national systems **(push and pull data)**

13. An overall solution with the capabilities to suit the needs of:
    - Vehicle procurement, conversion, decommissioning and disposal
    - Fleet drivers
    - BCU Fleet Managers
    - Whole fleet management
    - Reporting and analytics
    - Split data accessibility between covert and overt fleets (RBAC's)
    - Other third parties (Internal & External)
14. Solution to cater for the estimated number of users below:
    - Fleet Services Officers and Workshop staff: circa 300
    - BCU Fleet managers: circa 150
    - Drivers: circa 15,000
    - Third Party Users: circa 60
15. Service levels and 24/7/365 support for your proposed SaaS fleet transport management product must as a minimum cover 99% availability
16. Experience in providing this required COTS SaaS solution for:
    - UK Police Forces
    - Organisations of a similar size to the Authority

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Q&A

Any questions relating to:
- Reason & purpose for MPS requirements?
- Timelines to procure & implement?
- Go-Live readiness and immediate hyper care (Training)?
- Data handling and hosting?

Any areas of concern from supplier perspectives – high level?