

Greater Manchester Combined Authority

Police, Crime and Fire Panel

Date: 22nd September 2025

Subject: GMP Records Management System Replacement

Report of: Kate Green, Deputy Mayor for Safer and Stronger Communities

Purpose of Report

To provide the Police, Fire and Crime Panel with an update on the Greater Manchester Police Records Management System (RMS) procurement process, which also addresses a formal question submitted by Cllr Sam Al-Hamdani of Oldham Council.

The report outlines the timeline, financial implications, and decision-making associated with the replacement of the PoliceWorks system and confirms the status of the procurement exercise. A full report including legal, financial and risk assessments will be presented to the next Panel meeting.

Recommendations:

The Panel is requested to:

1. Note the update on the GMP RMS procurement process, including the two-phase approach and associated expenditure.
2. Note that the Deputy Mayor has signed Decision Notices authorising GMP to proceed with contract award, which remains subject to commercial sensitivity until signed.
3. Note that a full report, including legal, financial, risk and social value assessments, will be presented to the next Police, Fire and Crime Panel.

Contact Officers

Neil Evans – Director, Safer & Stronger Communities, GMCA

Neil.Evans@greatermanchester-ca.gov.uk

Luke Barnett – Assistant Director of IT & Digital Programmes, GMP

Luke.Barnett1@gmp.police.uk

Equalities Impact, Carbon and Sustainability Assessment:

- Social value commitments include Mark43 establishing a Greater Manchester office, initially employing 10 staff.
- Further commitments (e.g. apprenticeships, community benefits) will be explored at the point of full contract award.
- No adverse equality or sustainability impacts identified at this stage.

Risk Management

- G-Cloud 14 was used as a compliant route to market.
- Legal advisors completed a full RAG assessment and incorporated it into the project's Risk Register.
- GMP Legal Advisors have reviewed both the G-Cloud call-off and Deed relating to the follow-on contract to ensure it is contractually binding and presents no risks to GMP.
- Risks associated with future market changes and supplier litigation have been acknowledged, particularly in relation to the follow-on contract.

Legal Considerations

- The initial contract will be awarded under the G-Cloud 14 framework, which is a Crown Commercial Service (CCS) procurement vehicle designed to streamline the acquisition of cloud-based services.
- The follow-on contract will be via a route which is compliant at the time the follow-on contract is signed. This may be via an available framework or an alternative contracting mechanism which is compliant with applicable procurement legislation at the time. The terms will either be those of the applicable framework or the most appropriate terms and conditions available at the time.
- Legal advisors (TLT LLP) have reviewed both the framework terms and the Contract Deed to ensure compliance and mitigate risk.
- It is not appropriate to sign the contract under seal, as it relates to the provision of services rather than construction or works.

Financial Consequences – Revenue

To be reported fully in full follow up report to next Panel meeting. Costs of the procurement exercise are outlined in the full body of this report.

Financial Consequences – Capital

To be reported fully in full follow up report to next Panel meeting.

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

- Not applicable.

Background Papers

- N/A

Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?

No

Exemption from call in.

N/A

Bee Network Committee

N/A

1. Introduction/Background

In March 2022, the Chief Constable announced the intention to replace the PoliceWorks component of the iOPS system. This initiated a programme of work to procure a new Records Management System (RMS) for Greater Manchester Police (GMP). The procurement journey has consisted of two distinct phases, each with its own scope, timeline, and financial implications.

2. Procurement Timeline and Process

Phase One (April 2022 – December 2023):

GMP commenced market engagement in August 2022 via a Prior Information Notice.

A formal Contract Notice was issued in April 2023 to begin a formal Competitive Dialogue process. This process was discontinued in December 2023 after bidders were notified, due to limitations in the market's ability to meet GMP's requirements. Nevertheless, this process provided important and significant insights to GMP, to influence the next stage in the process.

Phase Two (April 2024 – September 2025):

A new procurement route was initiated in April 2024, exploring options via available frameworks. Intense market engagement sessions were held with several potential suppliers.

A clarification and evaluation process was then conducted utilising the G-Cloud 14 procurement framework.

In February 2025 the Deputy Mayor signed a Decision Notice, which allowed GMP to notify bidders of the outcome, selecting Mark43 as the preferred supplier.

A Letter of Intent was agreed in May 2025, and the intention to award a contract to Mark43 was endorsed by GMP's Strategic Command Team earlier this month. The Deputy Mayor has subsequently signed two further Decision Notices authorising

GMP to proceed with further engagement between themselves and Mark43 with a view to a 4-year call-off contract and a supplementary deed being signed in the near future ensuring the Force achieves value for money for its RMS over the next ten years.

At this stage it is expected that new RMS will go live by April 2027.

3. Financial Overview

The total cost of the procurement process to date is £1.635 million, broken down as follows:

- Phase One: £726,000 – covering requirements scoping, technical evaluation, and Competitive Dialogue.
- Phase Two: £409,000 – covering G-Cloud assessment and contract award.
- Letter of Intent period: £500,000 – covering finalisation of system requirements and scope of works. Whilst this cost has been incurred during the procurement period, the cost relates to discovery work conducted as part of due diligence and will therefore reduce the costs of the final contract by the same value.

4. Forward Plan

Until any contract is signed there remain certain commercial sensitivities. A full report detailing the procurement process, including legal, financial, and risk assessments, will be presented to the next Police, Fire and Crime Panel. This will include rationale for the chosen supplier, contract management arrangements, and social value commitments.