



Police Digital Service  
**Covert Management**

A guide for organisations on how to  
procure services using this framework

## Who can use this Framework?

This Framework is available for use by all UK police forces listed (see link below for list)

[Contact the police | Police.uk \(www.police.uk\)](https://www.police.uk)

## How long can the contract/ framework be for?

The Covert Management Framework will begin on 1 September 2021. It is available for a four-year period, ending on 31 August 2025. Following the initial term, further extension periods of one year (12 calendar months) each may be granted, provided that the overall contract length for any Call Off Contract does not exceed 6 years (72 calendar months).

Call Off Contracts may be entered into at any time during the term of the Framework Agreement and go beyond the expiry of the Framework Agreement.

## What is available through this Framework?

This Framework Agreement is intended to enable forces to buy systems that support them in managing covert operations; delivering a number of non-functional requirements; and associated software, support and maintenance.

### Business and Technical Requirements (Core Module)

An end-to-end management tool for planning, authorisation, risk management, product handling and oversight of the use of covert operations. Core functionality includes configurable items such as role-based access, redaction, recording of compromise, GDPR and RRD capability.

### PAS Workflow Operational Requirements and Specification (PAS)

A Prison Surveillance tool enabling the request, retrieval and ongoing management of material held within the prison network. Products can be stored and reviewed for intelligence purposes. Supporting users to request permissions for selected data to be introduced into the evidential chain.

### Protected Person Management System Operational Requirements and Specification (PPM)

A fully accountable and systematic approach to managing persons under protection (including witnesses, judges, jurors, officers and family members). Protected Persons ensures that all matters relating to protected people are appropriately managed and recorded to ensure regulatory compliance with particular regard to evidence gathering and disclosure, and to assist agencies in discharging their obligations in the provision of adequate protection.

### **Surveillance Operational Requirements and Specification (SOR)**

The module manages all aspects concerning the use of covert surveillance techniques. It manages the authorisation process, risk management, surveillance logs and associated intelligence reports. It is an end-to-end management tool for planning, authorisation, risk management, product handling and oversight of the use of covert surveillance techniques

### **Under Cover Operational Requirements and Specification (UCO)**

A module designed to help manage operations that can be complex and are a high-risk activity. It enables law enforcement agencies and regional special operations units to oversee all issues surrounding undercover operations. The module allows the maintenance of a central record of all activity relating to undercover operations, making it easier to manage and control.

### **Covert Human Intelligence Source (CHIS)**

The Covert Human Intelligence Source (CHIS) module conforms to all legislative requirements for the management and oversight of Informants and provides critical information to aid the effective and fully risk-assessed management of sources. The module captures the developing history of the informant, providing risk management in relation to all CHIS activity; ensuring absolute confidentiality of the source and associated intelligence, delivering document security, including records, contacts and costs; and maintaining protection of the informant, and duty of care to the public.

## Benefits

The following table summarises key benefits available under this framework:

Benefit	Description
Procurement Timelines	Shortened procurement time as advertisement in OJEU and Request to Participate stage has already been undertaken.
Direct Award Capability	For Category 1 – Reduced timescales by having the ability to direct award to the chosen supplier.
Increased Competition	For Category 2 - Encourages competition by carrying out mini competitions.
Innovation	Provides UK Policing with an innovative route to market for a wide range of covert services.
Value for Money	The Framework represents excellent value for money, with significant discounts, for UK Policing. These are long term reductions in costs compared with ad-hoc purchasing of the same software outside of the Framework.
Transparent commercial visibility	Commercial pricing and costs are available for scrutiny.
Contract Management	The Framework is contract managed by the Police Digital Service (PDS) on behalf of Forces, providing one common point of contact for issues and escalations.

## How to use the Framework

The Contracting Authority will need to determine which Category is relevant for the contract. The same Call-Off Contract Terms will apply in respect of all categories, other than as may be made specific to each Call-Off Contract awarded under the Framework Agreement by completing the specific Schedules relating to the Framework Agreement.

Call-Off Contract Terms are available in the Library of the **Covert Management** Knowledge Hub Group.

An overview of the required steps is detailed below:

### Category1-Direct Award

Stage	Action	Process
Step 1	<b>Need identified</b>	The Contracting Authority will need to carefully assess which is the most suitable option and that any award decision can be sufficiently justified/documentated internally if required.
Step 2	<b>Supplier Engagement</b>	Clarification with Suppliers on the Category to be utilised with regard to the products may be undertaken by the Contracting Authority. The clarification is intended to help a Customer to understand what each Supplier can provide as "Off-the-Shelf" systems, how well those systems meet the Customer's needs and to confirm the full cost of purchasing the systems from that Supplier.
Step 3	<b>Order Form</b>	It is the responsibility of the Contracting Authority to raise and complete the Order Form and send through to the Supplier.
Step 4	<b>Call-Off Contract</b>	Call Off Contracts will be signed directly with the Supplier.

### Category2-Mini-Competition

Stage	Action	Process
Step 1	<b>Need identified</b>	The Contracting Authority will need to carefully assess which is the most suitable option and that any award decision can be sufficiently justified/documentated internally if required.
Step 2	<b>Mini Competition</b>	The Contracting Authority will be required to create their own specific set of business and technical requirement and must re-open the competition to all suppliers on the framework.

Stage	Action	Process
Step 3	<b>Award Decision</b>	<p>This must be in line with the framework agreement and based on the following criteria:</p> <p>Price/Total Cost – 35-45%</p> <p>Quality – 45-55%</p> <p>Social Value – 10%</p>
Step 4	<b>Order Form</b>	<p>It is the responsibility of the Contracting Authority to raise and complete the Order Form and send through to the Supplier.</p>
Step 5	<b>Call-Off Contract</b>	<p>Call Off Contracts will be signed directly with the Supplier.</p>

## Supplier Management

The following two suppliers have been selected to provide systems and associated services through this Framework.

Supplier	Contact Details
Altia-ABM	Paul Hardman Business Development Manager 0759 055 1377 Paul.Hardman@altia-abm.com
NEC Software Solutions Limited	David Cooke Product Manager 07436 038 530 david.cooke@necsws.com

## Other information

### Management Charge

There is a Management Charge of 1% of the total charges, excluding VAT for all Call Off Contracts through this framework. Any pricing provided by the Supplier when competing will be inclusive of this charge.

### Police Digital Services Knowledge Hub

This Buyers Guide, the Call-Off Contract template and the Pricing Mechanisms for the Suppliers can be accessed via the [PDS Knowledge Hub](#). The Call-Off Contract and Pricing is available in the library section. If you are not yet registered with the Knowledge Hub, you will need to complete the simple registration process first and ask to join the **Covert Management** Knowledge Hub group.

### Contacting Us

If you have any further questions regarding this Guide, please contact the PDS Contract Manager, Steve Williams [steve.williams@pds.police.uk](mailto:steve.williams@pds.police.uk)

## Public Procurement references

Set out below is reference and a link to the underlying procurement documentation.

OJEU Reference Number:	2021-548859
Framework Name:	Covert Management
Start Date:	1 <sup>st</sup> September 2021
End Date:	31 <sup>st</sup> August 2025
Value:	£10,000,000.00
Suppliers:	2
Primary CPV Code:	72268000