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Planning

Enterprise Service Management (ESM) Tool

The Police and Crime Commissioner for Derbyshire

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-003412

Procurement identifier (OCID): ocds-h6vhtk-060675

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Scope

Reference

DP1065

Description

Derbyshire Constabulary (DC) is currently looking into the available options for the Provision of an Enterprise Service Management (ESM) tool. The force aims to reduce system costs by consolidating multiple platforms into a single, unified solution. There are a variety of contract end dates for the systems being looked at so this would be a phased integration. In the current financial climate, it is paramount that Derbyshire Constabulary maximise value for money through our digital estate. DC plan to deliver a streamlined, cost-effective, and future-ready centralised solution by consolidating business systems into an integrated Enterprise Service Management solution. This will provide financial savings to supplement the Force Service Review, enhance operational efficiency, reduce siloed processes, and empower frontline and support teams through smarter, connected technologies. DC are keen to understand advancements in technology since the previous market exercise and assess whether a single solution could support multiple enabling services departments. As part of this Request for Information (RFI) DC is exploring the

replacement of the below systems with an ESM: Please note this list is not exhaustive

Digital Data and Technology Department (DDaT) Information Technology Service Management (ITSM) - An ITIL-aligned ITSM tool that automates workflows and elevates IT service delivery across the organisation. The current system is provided by Alemba Limited.

IT Asset Management - A unified platform for IT Asset Management, Software Licensing throughout the entire lifecycle. The current system is provided by Certero.

Joint Strategic Assets Asset Management System (AMS) and Integrated Workplace Management System (IWMS) - A system used collaboratively by Derbyshire Constabulary and Derbyshire Fire and Rescue Service (DFRS). The software is designed to help manage the physical assets -such as buildings, equipment, and infrastructure -of both organisations throughout their entire lifecycle. Its primary purpose is to consolidate all relevant property and asset information into a single, centralised platform where data can be stored, accessed, and analysed efficiently. The current system is provided by Concerto Support Services Limited. The system has the following modules and features:

- Helpdesk - defect reporting by users, job allocation and tracking from inception to completion
- Condition surveys
- Building occupancy management
- Estates Management e.g. deeds, lease and licences
- Planned Preventative Maintenance (PPM)/Compliance management
- Asbestos management
- Fire Risk Assessments
- Reporting, Analytics and Dashboards - User configurable
- Project management
- Equipment management e.g. plant and machinery tagging e.g. plant and machinery tagging
- Mobile data capture
- CAD File viewer
- Health and Safety management

These are interdependent, for example the system can raise a flag that asbestos hazards exist in a location which a user has reported a defect for. This will then be automatically highlighted to the allocated contractor.

People Services HR Case Management - a system that enables handling of all HR related cases from initiation to resolution. Ability to create, assign, and track HR cases from initiation to resolution

Support for multiple case types (e.g. absence, performance, grievance)

Configurable workflows aligned with HR policies

Automated escalation rules based on timelines or case status

Secure document storage

Full audit trail for all actions and documents

Ability to record case notes and communications

Option to send and log email correspondence within the system

Standard and custom reporting capabilities (e.g., case volumes, case types, resolution times, trends)

Fleet Fleet Management System - A system which is used collaboratively by Derbyshire Constabulary (DC) and Derbyshire Fire and Rescue Service (DFRS), which stores the below information:

- Vehicle allocation and department information
- Vehicle maintenance history
- Vehicle life cycle
- Vehicle check and defect history
- Surveillance vehicle files / Ghost plates / department information - EM-CTP / EMSOU & TSU, Section 22 agreement (Gov)
- Accident information including 3rd party details
- MOT & tax information
- Fuel accounts
- Procurement and Contract Management Records Management System - A system which provides a centralised and secure platform for holding contract information, generating reports, and tracking procurement activity across the full lifecycle of a procurement lifecycle. The system allows the department to manage key procurement records in a consistent, auditable, and efficient way.
- Contract details - including contract owners, values, durations, and supplier information are stored within the system to support effective contract management and organisational oversight.

The current system is provided by Keto Limited.

Corporate

Services Risk Management System - A database for multiple risk registers, which includes strategic risks and departmental/BCU level risks. The system allows authorised users to submit corporate risks which can be fully managed within the system. It maintains a record over the lifetime of the risk enabling a risk owner to track it over time, including the use of a risk matrix adopted by the East Midlands region. Each risk has an identified responsible officer. Risk controls may be allocated to individuals, enabling a level of tasking and reporting. The system also enables the production of reports with the ability to export data for custom reporting. It is available to any authorised user on the force network. The current system is provided by Keto Limited. Please note, this system is also used by Leicestershire Police. Injury on Duty Reporting System - A system used to report all accidents, assaults and near misses. The system should have the ability to be populated with drop down menu options to ensure consistency of data and allow for changes to these lists to be administered internally. The system should allow notifications to be sent to supervising officers for investigations to be completed as well as allow for reports to be produced and a comprehensive search facility. The current system is provided by NEC Software Solutions. Finance and Business Services Ticket Booking System - A system used for employees to book out corporate tickets. The system allows 'members only' of the Corporate Pass Scheme to be able to book days out tickets. The system should have the ability to add and delete attractions and staff members and the ability to produce detailed reporting information such as date attended, usage of venue, who booked the ticket, how many times they have booked out the ticket etc. The current Ticket Booking System is provided by Keto Limited. The Pre-Liminary Market Engagement (PME) will support DC with the development of a Business Case (BC). To formally engage with the market, this Request for Information (RFI) to the market to conduct a comprehensive review of existing ESM solutions.

Total value (estimated)

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 November 2026 to 13 November 2029
- Possible extension to 13 November 2030

- 4 years, 1 day

Main procurement category

Services

Additional procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48110000 - Point of sale (POS) software package
- 48220000 - Internet and intranet software package
- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48700000 - Software package utilities
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72262000 - Software development services
- 72263000 - Software implementation services
- 72267000 - Software maintenance and repair services
- 72268000 - Software supply services

Contract locations

- UKF - East Midlands (England)

Engagement

Engagement deadline

5 February 2026

Engagement process description

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=101730&TID=100106962&B=

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

27 March 2026

Contracting authority

The Police and Crime Commissioner for Derbyshire

- Public Procurement Organisation Number: PZLQ-6388-PQDJ

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Organisation type: Public authority - sub-central government