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Award

NicheRMS Support and Maintenance

The Police and Crime Commissioner for Avon & Somerset

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004179

Procurement identifier (OCID): ocds-h6vhtk-060853 ([view related notices](#))

Published 19 January 2026, 9:27am

Scope

Reference

1270

Description

The Contracting Authority has previously procured Police Records Management System (NicheRMS) licences for its policing operations. NicheRMS provides a fully integrated records management system for the police management of crime incidents, non crime incidents, intelligence, custodial processes, case file preparation and property, including tasking and workflow functionality.

The Contracting Authority now needs to renew its NicheRMS Support and Maintenance contract. The support and maintenance contract is essential for the continued use of NicheRMS as it ensures that it remains functional, secure, and aligned with evolving user needs.

Contract 1

Supplier

- NICHE TECHNOLOGY UK LIMITED

Contract value

- £2,763,931 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 January 2026

Contract dates (estimated)

- 24 February 2026 to 23 February 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72261000 - Software support services
- 72267000 - Software maintenance and repair services

Contract locations

- UKK - South West (England)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

The Contracting Authority now needs to renew its NicheRMS Support and Maintenance contract. Niche Technology UK as the Software Developer owns the intellectual property rights to NicheRMS.

A direct award is therefore justified under the Procurement Act 2023 Schedule 5, para 5:

The following conditions are met in relation to the public contract-

(a) due to a particular supplier having intellectual property rights or other exclusive rights, only that supplier can supply the goods, services or works required, and

(b) there are no reasonable alternatives to those goods, services or works.

Supplier

NICHE TECHNOLOGY UK LIMITED

- Companies House: 05122974
- Public Procurement Organisation Number: PTWD-1456-LNVJ

Azets, Wynyard Park House Wynyard Avenue

Stockton-On-Tees

TS22 5TB

United Kingdom

Email: proposals@nicherms.com

Website: <http://www.nicherms.com>

Region: UKC11 - Hartlepool and Stockton-on-Tees

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

The Police and Crime Commissioner for Avon & Somerset

- Public Procurement Organisation Number: PCBG-5572-BPZL

Valley Road

Portishead

BS20 8JJ

United Kingdom

Email: nicholas.jenkins@devonandcornwall.pnn.police.uk

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - sub-central government