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Award

CONFIRM Enterprise Asset Management Solution

London Borough of Haringey

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

Notice identifier: 2026/S 000-005098

Procurement identifier (OCID): ocds-h6vhtk-060a93 ([view related notices](#))

Published 21 January 2026, 9:30am

Scope

Reference

25-359

Description

Confirm EAM system is the Council's primary platform for managing infrastructure assets, including highways, street lighting, parks, and public amenities. It supports core business processes such as asset registration, inspection scheduling, reactive and planned maintenance, and statutory reporting. Key users span multiple departments-highways, environmental services, parks, finance, and ICT-with over 150 active users relying on the system.

Contract 1

Supplier

- BRIGHTLY SOFTWARE LIMITED

Contract value

- £454,271.04 excluding VAT
- £545,125.25 including VAT

Above the relevant threshold

Earliest date the contract will be signed

5 February 2026

Contract dates (estimated)

- 6 February 2026 to 5 February 2028
- Possible extension to 5 February 2030
- 4 years

Description of possible extension:

The contract can be extended for an additional 2 years

Main procurement category

Goods

CPV classifications

- 48781000 - System management software package

Contract locations

- UKI43 - Haringey and Islington

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

Brightly Software Limited is the owner of the Confirm Enterprise Asset Management (EAM) system. A direct award is permitted under the grounds established in Schedule 5 of the Procurement Act of 2023 which allows for a direct award to a single supplier based on Intellectual Property and Proprietary Rights (PA23 Schedule 5.(5)).

Confirm EAM is proprietary software wholly owned and maintained by Brightly. The intellectual Property and Proprietary Rights are owned by Brightly. Only Brightly is legally permitted to provide updates, security patches, and technical support. Licensing restrictions prohibit third-party modification or maintenance, and access to source code or data structures is unavailable outside the supplier's ecosystem. It is also a market-leading, fully integrated solution that meets all Council operational requirements and works seamlessly with existing ICT systems and is used by Council staff and external contractors. There is no viable alternative currently that provides equivalent functionality or compatibility "out of the box".

Another justification for the direct award is Technical Exclusivity and Integration Dependencies (PA23 Schedule 5(.6)). The Council's implementation of Confirm is highly customised and deeply embedded within existing ICT infrastructure. Key integrations, including real-time GIS synchronisation, finance system workflows, mobile field applications, and third-party systems are built on Application Programming Interfaces (API's) and data models uniquely configured and developed by Brightly to meet the Council's operational requirements. These customised connections ensure seamless interoperability across digital platforms and departments. Replacing Confirm would require major custom development without guaranteed results or compatibility, creating risks such as workflow disruption, weakened integration, and receiving services different from those in place. Keeping Confirm maintains operational stability, protects previous investments, and ensures continued reliability of the Council's ICT infrastructure

The difference or incompatibility because of a change in supplier would result in significant technical challenges with respect to operation and maintenance (PA23 Schedule 5.7), which is covered under Schedule 5 of the 2023 Procurement Act is also another justification for the direct award. Transitioning from an established and proven

system such as Confirm would have considerable operational impact and impose substantial cost to the Council. The estimated cost of transitioning from Confirm to an alternative solution is expected to exceed £100,000, which includes onboarding, staff retraining, data validation, data migration, systems integration and internal resource costs. This figure is in addition to software licences, support, potential penalties for statutory breaches, reputational damage, or costs arising from service delays.

Furthermore, changing to an alternative solution would cause major technical and operational challenges for the Council. The Confirm EAM system has been in use for over 15 years and supports the delivery of established operational processes and multiple statutory requirements which include: Highways Act 1980, New Roads and Street Works Act 1991, Environmental Protection Act 1990 and Data (Use and Access) Act 2025 (National Underground Asset Register). A change in system carries significant risks for the Council, including service interruption, data loss, incompatibility with national systems, and failure to meet statutory conditions.

Supplier

BRIGHTLY SOFTWARE LIMITED

- Companies House: 12838751
- Public Procurement Organisation Number: PBLZ-2164-LMCV

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Email: ukgcloud@brightlysoftware.com

Website: <https://www.brightlysoftware.com>

Region: UKJ37 - North Hampshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

London Borough of Haringey

- Public Procurement Organisation Number: PBHY-1866-HTLD

7th Floor Alexandra House, 10 Station Road, Wood Green

London

N22 7TR

United Kingdom

Email: HPCS@haringey.gov.uk

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government