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Contract

Police Records Management System

The Police and Crime Commissioner for Warwickshire

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-009367

Procurement identifier (OCID): ocds-h6vhtk-059af5 ([view related notices](#))

Published 3 February 2026, 11:17am

Scope

Reference

WPA25-0035

Description

The Police & Crime Commissioner for Warwickshire has awarded a contract for the provision of a Police Records Management System (RMS) solution and associated services for Warwickshire Police.

The scope of the system and associated services includes:

Information Assurance (IA)

Audit & Assurance (AA)

Case Management (CM)

Investigation Management (IM)

Custody (CY)

Integration & Interfacing (II)

Intelligence Handling (IH)

Misc. Functions (MF)

Non-Functional Requirements (NF)

Training (TG)

Victim & Witness Management (VW)

Prevention (PR)

Data Quality (DQ)

Data Analysis (DA)

The Supplier shall provide:

Implementation Services including Supplier-side project management, integration, and testing services.

Software Support and Maintenance services including

Service desk

Software maintenance support

Database analysis and diagnostics

Fault diagnosis

Technical assistance and fault rectification (which shall include fault management with associated service levels and performance guarantees);

Upgrades to new Software versions.

Application Related Technical Consultancy Services (on demand).

The requirement was tendered as a single lot under the Procurement Act 2023, using a competitive flexible procedure comprising the following stages:

Stage 1: Participation & Tender

Stage 2: Demonstrations & Best and Final Offer (BAFO)

Stage 3: Contract Award

The contracting authority confirms that it has completed Conflict of Interest assessments in accordance with Sections 81–83 of the Procurement Act 2023, which require contracting authorities to identify, review and mitigate actual, potential, and perceived conflicts of interest throughout a covered procurement. The authority further confirms that it will continue to review, update and complete Conflict of Interest assessments at all required points in line with its ongoing obligations under Section 83 of the Act.

This process ensures that any actual, potential or perceived conflicts are identified, recorded and appropriately mitigated to safeguard the integrity of the procurement and to ensure fair and impartial decision making throughout the contract lifecycle.

During the tender process, the supplier that was ultimately successful informed the contracting authority that they would need to rely on a specialist subcontractor to meet the technical ability condition of participation relating specifically to data migration. The supplier confirmed that engagement of a specialist migration partner would be required to ensure that the data migration element of the contract could be delivered to the required standard.

While the supplier confirmed that a subcontractor would be engaged to deliver the necessary data migration capability, the specific subcontractor had not yet been selected at the time of tender submission or contract award. This approach remained compliant with Section 22 of the Procurement Act 2023, which permits suppliers to rely on the capacity and ability of third parties where appropriate, provided the contracting authority is satisfied through its assessment.

The contracting authority confirmed that each potential subcontractor option could meet the technical condition of participation, and that reliance on a specialist migration partner was appropriate and proportionate given the nature of the requirement.

During the contract award stage the supplier has confirmed that they will subcontract the data migration to Blue Skies Associates Limited, PPON PVGH-5733-NHJR.

The contract covers the implementation of the RMS solution including data migration, followed by licensing, support, and maintenance for six years from system go-live, with options to extend for up to two additional periods of 24 months each.

The following milestones have been set:

Milestone 1 Unconfigured NicheRMS db shared

Milestone 2 Initial system Training completed

Milestone 3 Delivery of configured Software and User Acceptance Testing Completed

Milestone 4 Acceptance of Configured Software

Milestone 5 Go-live of the Software

Milestone 6 Completion of 45 days clear running after Go-Live with no P1 or P2 outstanding as faults defined in SLA

In accordance with Section 52 of the Procurement Act 2023, the contracting authority has identified three Key Performance Indicators (KPIs) that are material to the performance of this contract. These KPIs will be monitored throughout the contract lifecycle and reviewed at each scheduled contract review meeting.

KPI 1 System Availability

KPI 2 Resolution Time for Priority 1 Incidents

KPI 3 Contract Management

These KPIs have been selected as the most material measures of supplier performance for this contract and support compliance with the transparency requirements of the Procurement Act 2023.

The value of the contract over the implementation period and the initial 6 years is: £3,428,536.00 plus VAT. Assuming annual increases of around 3% the total including extensions is likely to be in the range of £4.9m to £5m plus VAT.

Contract 1. Police Records Management System

Supplier

- [NICHE TECHNOLOGY UK LIMITED](#)

Contract value

- £4,977,200 excluding VAT
- £5,972,640 including VAT

Above the relevant threshold

Date signed

30 January 2026

Contract dates

- 1 February 2026 to 21 February 2033
- Possible extension to 21 February 2037
- 11 years, 21 days

Description of possible extension:

2 x 24 months

Main procurement category

Goods

CPV classifications

- 48100000 - Industry specific software package
- 72261000 - Software support services
- 72000000 - IT services: consulting, software development, Internet and support
- 72260000 - Software-related services
- 48000000 - Software package and information systems
- 72263000 - Software implementation services
- 72266000 - Software consultancy services
- 72268000 - Software supply services

Contract locations

- UKG13 - Warwickshire

Key performance indicators

| Name | Description | Reporting frequency |
|---------------------------|---|---------------------|
| KPI 1 System Availability | <p>System availability is defined as the proportion of time that all major business critical functions are available to users, measured monthly. Availability will be calculated as: $A = (Tp - Ts - Tu) / (Tp - Ts) \times 100\%$ where: – Tp = total time in the measurement period – Ts = scheduled downtime in the measurement period – Tu = unscheduled</p> | 1 months |

| Name | Description | Reporting frequency |
|--|---|---------------------|
| KPI 2 Resolution Time for Priority 1 Incidents | Priority 1 support tickets must be resolved within the timescales defined in the Niche SLA. Performance will be measured monthly against the resolution time standards set out in the Niche SLA documentation. | 1 months |
| KPI 3 Contract Management | The supplier must provide monthly, quarterly and annual management information no later than 10 calendar days before each corresponding contract review meeting. The supplier is responsible for organising these meetings and ensuring attendance by relevant parties. Performance against this KPI will be assessed monthly on a pass/fail basis (Target 100% required). Tier 2 Performance Points: Failure to provide the required management information or failure to attend a scheduled contract meeting will each result in the allocation of one Tier 2 point, valued at £250 per occurrence. | 1 months |

Signed contract documents

[Contract Details & Schedules WPA25-0035.zip](#)

Redacted Contract Details and Schedules

Submission

Submission type

Requests to participate

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Supplier

NICHE TECHNOLOGY UK LIMITED

- Public Procurement Organisation Number: PTWD-1456-LNVJ

Azets, Wynyard Park House,

STOCKTON-ON-TEES

TS22 5TB

United Kingdom

Email: PROPOSALS@NICHERMS.COM

Region: UKC11 - Hartlepool and Stockton-on-Tees

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Police Records Management System

Contracting authority

The Police and Crime Commissioner for Warwickshire

- Public Procurement Organisation Number: PXNY-4251-DZLZ

Warwickshire Police Headquarters

Leek Wootton

CV35 7QB

United Kingdom

Email: procurement@warwickshire.police.uk

Region: UKG13 - Warwickshire

Organisation type: Public authority - sub-central government