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Award

The provision of licences and support of ICCs Cortex

The Police, Fire and Crime Commissioner for Northamptonshire

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

Notice identifier: 2025/S 000-011977

Procurement identifier (OCID): ocds-h6vhtk-04fa93 ([view related notices](#))

Published 31 March 2025, 12:05pm

Scope

Description

The Provision of licence and support/maintenance of ICCs Cortex software and hardware for Northamptonshire Police utilising Regulation 41 of the Procurement Act 2023- Direct award in special cases.

The software is a critical provision for Northamptonshire Police as it facilitates the airwave link between the force control room and officers in the field.

The Procurement Act 2023 Section 41 allows for direct award in special cases to a supplier who is not an excluded supplier. Schedule 5 of the Procurement Act 2023 outlines the circumstances on which the Authority can utilise Section 41.

Having considered the circumstances in Schedule 5, it is ascertained that paragraphs 5, 6 and 7 apply due to the technical requirement for Zetron to provide the licences and support/maintain their own software. In addition, a change in supplier would create duplication or disproportionate technical difficulties for this critical system.

Contract 1. The provision of licences and support for ICCs Cortex

Supplier

- [ZETRON LIMITED](#)

Contract value

- £461,962.05 excluding VAT
- £554,354.46 including VAT

Above the relevant threshold

Earliest date the contract will be signed

10 April 2025

Contract dates (estimated)

- 14 April 2025 to 13 April 2028
- 3 years

Main procurement category

Goods

Additional procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72253000 - Helpdesk and support services

Contract locations

- UKF - East Midlands (England)

Other information

Description of risks to contract performance

During the term of the contract the following risks have been identified:

- 1) the need to replace hardware associated with the provision if it cannot be fixed through support and maintenance
- 2) the need to upgrade the software during the term to keep up with the N1 support structure to ensure operational resilience

Whilst some budget has been provisioned for this within the contract value, there may be a requirement for further activity if the above risks occur more frequently.

Additional risks include:

- switchover of airwave provision to ESN. Due to the national programme of delivery there may be some required activity to mitigate risks and to ensure operational resilience during switchover to ensure public and officer safety.

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

Zetron provide the software licences required for this critical Force control room system. As the provider they are the only supplier who can offer support and maintenance for the software. This activity is for further additional support and maintenance following a previous compliant contract. Moving away from this provision would create disproportionate technical difficulties and duplication and would significantly impact the delivery of emergency (999) public services and put at risk officer and public safety.

Supplier

ZETRON LIMITED

- Companies House: 14700366
- Public Procurement Organisation Number: PTHJ-5182-ZDTM

Minster Corner

Hull

HU1 1RR

United Kingdom

Email: emeasales@zetron.co.uk

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

Region: UKE11 - Kingston upon Hull, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. The provision of licences and support for ICCs Cortex

Contracting authority

The Police, Fire and Crime Commissioner for Northamptonshire

- Public Procurement Organisation Number: PQZB-4253-GCQD

Darby House, Darby Close, Park Farm Industrial Estate

Wellingborough

NN8 6GS

United Kingdom

Email: commercial@northants.pnn.police.uk

Region: UKF25 - North Northamptonshire

Organisation type: Public authority - sub-central government