

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013818-2026>

Contract

NicheRMS Support and Maintenance

The Police and Crime Commissioner for Avon & Somerse

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

Notice identifier: 2026/S 000-013818

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

Published 16 February 2026, 12:41pm

Scope

Reference

1270

Description

The Contracting Authority has previously procured a 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 has renewed its NicheRMS Support and Maintenance contract.

Contract 1. NicheRMS Support and Maintenance

Supplier

- NICHE TECHNOLOGY UK LIMITED

Contract value

- £2,908,774 including VAT

Above the relevant threshold

Date signed

11 February 2026

Contract dates

- 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)

Justification for not setting key performance indicators

Whilst the contract value is above the relevant threshold, it is not more than £5 million including VAT. Contract performance is measured against standard SLAs.

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Niche Technology UK as the Software Developer owns the intellectual property rights to NicheRMS. A direct award is therefore being applied under the Procurement Act 2023 Schedule 5, para 5

Supplier

NICHE TECHNOLOGY UK LIMITED

- Companies House: 05122974

Azets, Wynyard Park House Wynyard Avenue

Stockton-On-Tees

TS22 5TB

United Kingdom

Email: proposals@nicherms.com

Region: UKC11 - Hartlepool and Stockton-on-Tees

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. NicheRMS Support and Maintenance

Contracting authority

The Police and Crime Commissioner for Avon & Somerse

- 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