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Award

Pharos Support and Maintenance

Northern Ireland Fire and Rescue Service

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

Notice identifier: 2026/S 000-013930

Procurement identifier (OCID): ocids-h6vhtk-065520 ([view related notices](#))

Published 16 February 2026, 3:11pm

Scope

Reference

DAC3496-344

Description

The Pharos MIS system provides the functionality for Operational, Safety and Business critical environments that are being used daily across NIFRS.

The supplier (Sophtlogic) owns the source code for these systems and currently provides training, support and enhancements to these Systems which include:

- Incident Recording and Operational Statistics
- Breathing Apparatus and Technical Equipment;
- Personnel / Human Resources
- Rotas and Availability

- Health and Fitness
 - Fire Safety Systems
-

Contract 1. Pharos Support & Maintenance

Supplier

- Sophtlogic Limited

Contract value

- £2,358,760 excluding VAT
- £2,387,065 including VAT

Above the relevant threshold

Earliest date the contract will be signed

1 April 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

2 periods of 12 months + 12 months extension available

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKN - Northern Ireland

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Extreme and unavoidable urgency

Sophtlogic are the original creators of the software, own the source code and are the sole vendor for support and maintenance services for the solution.

Supplier

Sophtlogic Limited

- Companies House: 02848781

89 High Street

Ipswich

IP7 5EA

United Kingdom

Email: support@sophtlogic.com

Website: <https://sophtlogic.online/>

Region: UKH14 - Suffolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Pharos Support & Maintenance

Contracting authority

Northern Ireland Fire and Rescue Service

- Public Procurement Organisation Number: PLBR-6377-MHGZ

1 Seymour Street

Lisburn

BT27 4SX

United Kingdom

Contact name: Dawn Bradley

Email: NIFRSProcurement@nifrs.org

Region: UKN0E - Lisburn and Castlereagh

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland