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Contract

ITSM Ticketing System

The Police and Crime Commissioner for Warwickshire

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

Notice identifier: 2025/S 000-015745

Procurement identifier (OCID): ocds-h6vhtk-05047b

Published 17 April 2025, 9:20am

Scope

Reference

WPA25-0023 (EX25-0019)

Description

The Police & Crime Commissioner for Warwickshire has awarded a contract on behalf of Warwickshire Police for the continued provision of an ITSM Ticketing System. This was following an internal exemption process from getting quotes due to the requirement to continue using the existing ITSM system whilst moving to an inhouse model of digital support, with a view to conducting a procurement process later in the year for a ITSM solution.

Contract 1

Supplier

- NODE 4 LIMITED

Contract value

- £42,000 excluding VAT
- £50,400 including VAT

Below the relevant threshold

Date signed

27 March 2025

Contract dates

- 1 April 2025 to 30 June 2025
- Possible extension to 30 September 2025
- 6 months

Description of possible extension:

Rolling monthly extensions following initial term. Expected to use at least 3 months of extensions to end September 2025.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKG13 - Warwickshire

Procedure

Procedure type

Below threshold - without competition

Supplier

NODE 4 LIMITED

- Companies House: 04759927
- Public Procurement Organisation Number: PZGH-1445-XRJZ

Unit 1a-1b Millennium Way

Derby

DE24 8HZ

United Kingdom

Email: bidmanagement@node4.co.uk

Website: <http://www.node4.co.uk>

Region: UKF11 - Derby

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

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