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Contract

The provision of licences and support of ICCS Cortex

The Police, Fire and Crime Commissioner for Northamptonshire

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

Notice identifier: 2025/S 000-023026

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

Published 20 May 2025, 10:13am

Scope

Description

The Provision of licence and support/maintenance of ICCs Cortex for Northamptonshire Police

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

Date signed

11 April 2025

Contract dates

- 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)

Justification for not setting key performance indicators

KPIs to be agreed during the initial contract period in line with the supplier SLAs

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons

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.

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

Supported employment provider: No

Public service mutual: 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