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Award

Alemba Service Manager Software Licenses

Police and Crime Commissioner for Cheshire

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

Notice identifier: 2025/S 000-032589

Procurement identifier (OCID): ocds-h6vhtk-054942 ([view related notices](#))

Published 16 June 2025, 1:25pm

Scope

Reference

CPA/SPU/2580P

Description

The system is used to provide self service capability to log details of faults or requests for support from the business services functions. The capability covers faults and support for IT, HR, Payroll, Finance and Inventory.

Contract 1. Alemba Service Manager Software Licenses

Supplier

- [\(Legacy\)_Alemba Ltd](#)

Contract value

- £271,285 excluding VAT
- £325,542 including VAT

Above the relevant threshold

Earliest date the contract will be signed

1 July 2025

Contract dates (estimated)

- 5 July 2025 to 4 July 2029
- Possible extension to 4 July 2032
- 7 years

Description of possible extension:

3 x 12-month optional extensions (05/07/29 - 04/07/30, 05/07/30 - 04/07/31, 05/07/31 - 04/07/32)

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKD6 - Cheshire

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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
- Additional or repeat goods, services or works - extension or partial replacement

This contract is for ongoing license support for Alemba Service Manager Software Licenses. The system is used to provide self service capability to log details of faults or requests for support from the business services functions. The capability covers faults and support for IT, HR, Payroll, Finance and Inventory and is embedded across the organisation and integrates with a number of other force systems. This notice is presented on the basis of an exemption permitting direct award without competition under the Procurement Act 2023. Where the provider is the sole supplier of the goods, services or works. Alemba is the developer and proprietor of the Licences and Support. Only Alemba themselves or Alemba via a reseller can support their own software licenses. This means there is an absence of competition for technical grounds as only a specific supplier can supply (or a particular supplier holds the intellectual property or other exclusive rights) and there are no reasonable alternatives.

Supplier

(Legacy)_Alemba Ltd

- Companies House: 06322945

Tannery Lane, Send

Woking

GU23 7EF

United Kingdom

Telephone: 02034797900

Email: info@alemba.com

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Alemba Service Manager Software Licenses

Contracting authority

Police and Crime Commissioner for Cheshire

- Public Procurement Organisation Number: PMWP-7421-WXRW

HQ, Clemonds Hey, Oakmere Road

Winsford, Cheshire

CW7 2UA

United Kingdom

Email: katie.howell2@cheshire.police.uk

Region: UKD63 - Cheshire West and Chester

Organisation type: Public authority - central government