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Planning

## **Replacement Information Technology Service Management (ITSM) Tool**

The Police and Crime Commissioner for Derbyshire

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-041283

Procurement identifier (OCID): ocds-h6vhtk-056216

Published 18 July 2025, 1:00pm

### **Scope**

### **Reference**

DP0950

### **Description**

Derbyshire Constabulary is currently looking into the available options for the Provision of a Force ITSM tool. The force is keen to understand how technology has progressed since the last market exercise and use this information to potentially update and replace it's existing ITSM system. The Force is assessing the available options so that a business case can be created to move the procurement forwards. To inform the business case, we are reaching out with this Request for Information [RFI] to the market to carry out a full review of existing ITSM tools. If the business case is approved, a compliant procurement route will be taken at the point of purchase.

### **Total value (estimated)**

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 13 November 2026 to 12 November 2030
- Possible extension to 11 November 2032
- 5 years, 11 months, 29 days

### **Main procurement category**

Services

### **Additional procurement category**

Goods

### **CPV classifications**

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72610000 - Computer support services
- 72611000 - Technical computer support services

### **Contract locations**

- UKF - East Midlands (England)

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## Engagement

### Engagement deadline

20 September 2025

### Engagement process description

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=94682&B=](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=94682&B=)

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## Participation

### Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## Submission

### Publication date of tender notice (estimated)

28 November 2025

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## Contracting authority

### **The Police and Crime Commissioner for Derbyshire**

- Public Procurement Organisation Number: PZLQ-6388-PQDJ

Derbyshire Constabulary

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United Kingdom

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Region: UKF13 - South and West Derbyshire

Organisation type: Public authority - sub-central government