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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)

Engagement

Engagement deadline

20 September 2025

Engagement process description

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=94682&B=

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

28 November 2025

Contracting authority

The Police and Crime Commissioner for Derbyshire

- Public Procurement Organisation Number: PZLQ-6388-PQDJ

Derbyshire Constabulary

Ripley, Derbyshire

DE5 3RS

United Kingdom

Contact name: Aimee Briddon

Telephone: +44 7542226577

Email: aimee.bridon@derbyshire.police.uk

Region: UKF13 - South and West Derbyshire

Organisation type: Public authority - sub-central government