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Contract

## **SYP - Sostenuto Sunrise Support and Maintenance**

South Yorkshire Mayoral Combined Authority

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

Notice identifier: 2025/S 000-041868

Procurement identifier (OCID): ocds-h6vhtk-056383

Published 22 July 2025, 10:19am

### **Scope**

### **Reference**

0104-2025

### **Description**

This is a contract for South Yorkshire Police. The solution is an IT service management tool which has underpins the daily operations of the IT department. The system provides, ticketing, CRM, change management, incident management, problem management, SLA tracking and performance metrics for the department as well as providing a self-service portal for approx. 10,000 police officers and staff across SYP and HP

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## **Contract 1. Sostenuto Sunrise Support and Maintenance**

### **Supplier**

- SUNRISE SOFTWARE LIMITED

### **Contract value**

- £120,498 excluding VAT
- £144,597 including VAT

Below the relevant threshold

### **Date signed**

26 June 2025

### **Contract dates**

- 26 June 2025 to 1 April 2028
- 2 years, 9 months, 6 days

### **Main procurement category**

Services

### **CPV classifications**

- 72260000 - Software-related services

## Contract locations

- UKE3 - South Yorkshire

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## Procedure

### Procedure type

Below threshold - without competition

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## Supplier

### SUNRISE SOFTWARE LIMITED

- Companies House: 02972424
- Public Procurement Organisation Number: PJQW-3145-WCJJ

167-169 Great Portland Street

London

W1W 5PF

United Kingdom

Email: [dean.coleman@sunrisesoftware.com](mailto:dean.coleman@sunrisesoftware.com)

Website: <http://www.sunrisesoftware.com>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Sostenuto Sunrise Support and Maintenance

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## Contracting authority

### South Yorkshire Mayoral Combined Authority

- Public Procurement Organisation Number: PDBT-6675-QXPN

11 Broad Street West

Sheffield

S1 2BQ

United Kingdom

Email: [jane.tunstall@southyorkshire.police.uk](mailto:jane.tunstall@southyorkshire.police.uk)

Region: UKE32 - Sheffield

Organisation type: Public authority - sub-central government