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Contract

Software Support & Maintenance for Sunrise ITSM

Police and Crime Commissioner for Lincolnshire

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

Notice identifier: 2025/S 000-042216

Procurement identifier (OCID): ocds-h6vhtk-056449

Published 23 July 2025, 8:20am

Scope

Description

The Force has utilized the Sunrise system for the past five years, following the novation of a five-year contract originally held by G4S. Recently, the Force commissioned a Mazars audit focused on Asset Management and is currently awaiting the final recommendations report. Historically, the Asset Management functionality within Sunrise has been underutilized.

Following consultation with key stakeholders, it was agreed that the most pragmatic approach at this time is to enter into a one-year extension with the current supplier. This interim arrangement will provide the necessary time to evaluate the Force's long-term strategic direction regarding IT service management and asset tracking solutions.

Continuing with Sunrise in the short term ensures uninterrupted delivery of the Service Desk function, avoiding the disruption and resource demands associated with implementing a new system and conducting widespread training. In light of these considerations, DaDD seeks approval for this exception request

Contract 1

Supplier

- SUNRISE SOFTWARE LIMITED

Contract value

- £34,800 including VAT

Below the relevant threshold

Date signed

3 July 2025

Contract dates

- 3 July 2025 to 30 June 2026
- 11 months, 29 days

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services

Contract locations

- UK - United Kingdom
-

Procedure

Procedure type

Below threshold - without competition

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

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

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Police and Crime Commissioner for Lincolnshire

- Public Procurement Organisation Number: PNBV-7818-LZWL

Police Headquarters, Deepdale Lane, Nettleham

Lincoln

LN2 2LT

United Kingdom

Email: commercial@lincs.police.uk

Region: UKF30 - Lincolnshire

Organisation type: Public authority - sub-central government