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Contract

Service Desk - IT & Estates

Police And Crime Commissioner For Durham

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

Notice identifier: 2025/S 000-053092

Procurement identifier (OCID): ocids-h6vhtk-059202

Published 2 September 2025, 11:41am

Scope

Reference

ICT 162

Description

A centralised solution to manage and automate requests, track IT operations, and deliver customer support.

Contract 1

Supplier

- SUNRISE SOFTWARE LIMITED

Contract value

- £16,042 excluding VAT
- £19,250.40 including VAT

Below the relevant threshold

Date signed

1 August 2025

Contract dates

- 30 August 2025 to 29 August 2026
- 1 year

Main procurement category

Goods

CPV classifications

- 48517000 - IT software package
-

Procedure

Procedure type

Below threshold - unknown

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 Durham

- Public Procurement Organisation Number: PMZV-7732-XXTT

Police Headquarters, Aykley Heads

Durham

DH1 5TT

United Kingdom

Email: procurement@durham.police.uk

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government