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Planning

IT Service Management Tool

The Police and Crime Commissioner for Nottinghamshire

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

Notice identifier: 2025/S 000-068357

Procurement identifier (OCID): ocds-h6vhtk-05d3bd

Published 24 October 2025, 6:01pm

Scope

Reference

NOTTS-000359

Description

Nottinghamshire Police is undertaking a procurement project to replace its existing IT Service Management (ITSM) tool, which will reach end-of-life support in December 2026. The new solution will serve as a central platform for managing service requests, incidents, changes, problems, and knowledge across both Information Services and Estates & Facilities departments. It must support 108 agents and 5000 end users, be ITIL-compliant, and integrate with Active Directory, HR, and asset management systems. The tool should offer secure, UK-based hosting (if cloud-based), and provide both agent and self-service portals. Preferred features include AI-driven ticket categorisation, chatbot support, and automation of routine tasks. The system should also be scalable to other departments within the Force. This project aims to enhance operational efficiency, improve service delivery, and ensure long-term sustainability of IT service management.

Total value (estimated)

- £360,000 excluding VAT
- £420,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 February 2026 to 1 February 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKF1 - Derbyshire and Nottinghamshire

Engagement

Engagement deadline

3 November 2025

Engagement process description

The Nottinghamshire Police and Crime Commissioner invites prospective providers to attend our Pre-Market Engagement webinar on Tuesday 4th November 2025, 10 am. Full event details will be shared closer to the date.

We will provide an opportunity for potential providers to review and comment on the proposed specifications. Attendees will be able to ask questions, share insights, and help shape a clear and deliverable approach for this aspect of the procurement.

Interested suppliers must register on our procurement portal Atamis by 4:30pm on Monday 3rd November 2025 to access full details.

Central Digital Platform:

<https://supplierregistration.cabinetoffice.gov.uk/organisation/register>

Atamis e-sourcing portal: <https://nottinghamshirepolice.my.site.com/s/Welcome>

Following registration, suppliers will receive:

- Access to the proposed specifications
- A questionnaire to provide feedback on their solution
- Booking instructions for the webinar and individual sessions

Should Suppliers have any queries, or have problems using the portal, they should contact Helpdesk at:

Phone: 0800 9956035

E-mail: support@atamis.co.uk

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

The Police and Crime Commissioner for Nottinghamshire

- Public Procurement Organisation Number: PGLQ-4189-YYPY

Sherwood Lodge

Nottingham

NG5 6LU

United Kingdom

Email: CommercialEnquiries@notts.police.uk

Region: UKF16 - South Nottinghamshire

Organisation type: Public authority - sub-central government