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Award

Supply and Maintenance of Body Worn Cameras and Associated Services

TRANSPORT UK EAST MIDLANDS LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-075801

Procurement identifier (OCID): ocds-h6vhtk-05e5cf ([view related notices](#))

Published 20 November 2025, 4:03pm

Scope

Description

Supply, configuration, and deployment of body-worn camera devices for frontline staff, including associated cloud-based video management platform, secure data storage, and integration with existing IT infrastructure. The scope includes hardware provision, software licensing, training for operational staff, and ongoing technical support and maintenance to ensure compliance with data protection regulations and industry security standards.

Contract 1. Supply and Maintenance of Body Worn Cameras and Associated Services

Supplier

- PINNACLE RESPONSE LTD

Contract value

- £387,035 excluding VAT
- £464,442 including VAT

Above the relevant threshold

Earliest date the contract will be signed

19 December 2025

Contract dates (estimated)

- 22 December 2025 to 21 December 2028
- 3 years

Main procurement category

Goods

CPV classifications

- 32323300 - Video equipment
- 32333100 - Video recorders
- 35125300 - Security cameras
- 38651200 - Camera bodies

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

Extension of existing body-worn camera solution.

Change of supplier would cause incompatibility and disproportionate technical difficulties.

Supplier

PINNACLE RESPONSE LTD

- Companies House: NI064919
- Public Procurement Organisation Number: PMYN-2416-RCZN

Unit 13 Harbour Court

Belfast

BT3 9HB

United Kingdom

Email: sales@pinnacleresponse.com

Website: <https://www.pinnacleresponse.com/>

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Supply and Maintenance of Body Worn Cameras and Associated Services

Contracting authority

TRANSPORT UK EAST MIDLANDS LIMITED

- Companies House: 09860485
- Public Procurement Organisation Number: PYJP-8287-BJGL

2nd Floor St Andrew's House

London

EC4A 3AG

United Kingdom

Email: Procurement@eastmidlandsrailway.co.uk

Region: UKI31 - Camden and City of London

Organisation type: Private utility