

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/082928-2025>

Award

## **Cortex support & Maintenance, health check & major event cover**

The Chief Constable of Thames Valley Police  
The Chief Constable for Hampshire and the Isle of Wight

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

Notice identifier: 2025/S 000-082928

Procurement identifier (OCID): ocds-h6vhtk-05f5c9

Published 15 December 2025, 2:02pm

### **Scope**

### **Reference**

TVP00665

### **Description**

The supplier will be providing support and maintenance, health checks and major event cover for our control room software Cortex for a three year term. The Emergency Services Network (ESN) project has been formally resumed at a national level under the direction of the Home Office, with delivery currently anticipated in 2028/2029. Until such time as further guidance and best practice standards are issued by the Home Office, it is necessary to maintain continuity of service through the existing ICCS supplier.

A change of supplier at this stage would impose disproportionate cost. Such activity would result in duplication of expenditure and operational disruption, without delivering commensurate benefit, given the impending transition to ESN.

## **Contract 1. Cortex Support & Maintenance**

### **Supplier**

- SOFTCAT PLC

### **Contract value**

- £520,000 excluding VAT
- £624,000 including VAT

Above the relevant threshold

### **Earliest date the contract will be signed**

5 January 2026

### **Contract dates (estimated)**

- 14 February 2026 to 13 February 2029
- 3 years

### **Main procurement category**

Services

## **CPV classifications**

- 72261000 - Software support services

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

---

## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

---

## **Other information**

## **Description of risks to contract performance**

The Emergency Services Network (ESN) project has been formally resumed at a national level under the direction of the Home Office, with delivery currently anticipated in 2028/2029. Until such time as further guidance and best practice standards are issued by the Home Office, it is necessary to maintain continuity of service through the existing ICCS supplier.

A change of supplier at this stage would impose disproportionate cost, including a full implementation programme. Such activity would result in duplication of expenditure and operational disruption, without delivering commensurate benefit, given the impending transition to ESN.

## **Conflicts assessment prepared/revised**

Yes

---

## **Procedure**

### **Procedure type**

Direct award

### **Direct award justification**

Single supplier - technical reasons

The Emergency Services Mobile Communications Programme (ESMCP), led by the Home Office, is expected to take effect in 2029. In order to maintain continuity of secure and effective communications over Airwave during the transition period, TVP requires a three-year contractual arrangement with our incumbent supplier. This interim contract will ensure sufficient software capability and provide a managed pathway towards adoption of the ESMCP's designated supplier for future emergency services communications.

---

## Supplier

### SOFTCAT PLC

- Companies House: 02174990
- Public Procurement Organisation Number: PZRT-9169-TVMT

Solar House, Fieldhouse Lane

Marlow

SL7 1LW

United Kingdom

Email: [psitq@softcat.com](mailto:psitq@softcat.com)

Website: <http://Softcat.com>

Region: UKJ13 - Buckinghamshire CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Cortex Support & Maintenance

---

## Contracting authorities

## **The Chief Constable of Thames Valley Police**

- Public Procurement Organisation Number: PQWX-7678-NJGQ

Thames Valley Police - HQ North

Kidlington

OX5 1NZ

United Kingdom

Email: [PST@thamesvalley.police.uk](mailto:PST@thamesvalley.police.uk)

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government

## **The Chief Constable for Hampshire and the Isle of Wight**

- Public Procurement Organisation Number: PBYY-5165-YGCV

Strategic Headquarters, Leigh Road,

Eastleigh

SO50 9SJ

United Kingdom

Email: [procurement@hampshire.police.uk](mailto:procurement@hampshire.police.uk)

Region: UKJ35 - South Hampshire

Organisation type: Public authority - sub-central government

---

## **Contact organisation**

Contact The Chief Constable of Thames Valley Police for any enquiries.