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Contract

ANNUAL SUPPORT & MAINTENCE OF ASSYSNET

Gateshead Borough Council

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

Notice identifier: 2025/S 000-083113

Procurement identifier (OCID): ocds-h6vhtk-05f636

Published 16 December 2025, 8:56am

Scope

Reference

OPEN04122025180916

Description

Maintenance, support and licensing for our IFS Assyst IT Service Management (ITSM) and Enterprise Service Management (ESM) solution.

Contract 1. ANNUAL SUPPORT & MAINTENCE OF ASSYSNET

Supplier

- INDUSTRIAL AND FINANCIAL SYSTEMS, IFS UK LTD

Contract value

- £200,500.50 including VAT

Below the relevant threshold

Date signed

28 November 2025

Contract dates

- 31 December 2025 to 29 February 2028
- 2 years, 2 months, 1 day

Main procurement category

Goods

CPV classifications

- 48100000 - Industry specific software package

Contract locations

- UKC22 - Tyneside

Procedure

Procedure type

Below threshold - without competition

Supplier

INDUSTRIAL AND FINANCIAL SYSTEMS, IFS UK LTD

- Companies House: 03277022
- Public Procurement Organisation Number: PNLC-5675-XTZQ

Bourne House Lotus Park

Staines-Upon-Thames

TW18 3AG

United Kingdom

Email: stephanie.poore@ifs.com

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

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. ANNUAL SUPPORT & MAINTENCE OF ASSYSNET

Contracting authority

Gateshead Borough Council

- UK Register of Learning Providers (UKPRN number): 10002639
- Public Procurement Organisation Number: PPGY-1151-NJQN

Civic Centre, Regent Terrace

Gateshead

NE8 1HH

United Kingdom

Contact name: Andrew M Thompson

Email: procurement@gateshead.gov.uk

Website: <https://www.gateshead.gov.uk/article/31230/Learning-and-Skills>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government