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Contract

IT Service Management (ITSM) Platform

ORDNANCE SURVEY LIMITED

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

Notice identifier: 2026/S 000-010110

Procurement identifier (OCID): ocds-h6vhtk-04fc4b ([view related notices](#))

Published 4 February 2026, 3:42pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

TS.0423

Description

Ordnance Survey (OS) is Great Britain's National Mapping Service, providing the trusted location data that underpins everyday life. From transport and utilities to housing and logistics, our data supports critical infrastructure, public services, and economic growth. OS also supports the nation getting outside with the award-winning OS Maps app and other OS products, including guidebooks and physical products.

OS maintains the National Map, a vast database of over 600 million geospatial features, updated 20,000 times a day. Our expertise in location intelligence helps businesses, government, and communities make smarter decisions - whether planning sustainable cities, managing climate risks, or improving connectivity - because everything happens somewhere.

As part of the Department for Science, Innovation and Technology (DSIT), we are driving the future of geospatial insights, ensuring Britain remains a leader in location data, and enabling a better-connected, more efficient, and resilient nation.

This contract has been awarded to Alemba Limited to provide an IT Service Management Tool to help the organisation manage the delivery of IT services to support internal staff, external suppliers and OS customers.

The contract is for an initial two years with 3 optional 12-month extensions.

Contract 1. IT Service Management (ITSM) Platform

Supplier

- [Alemba Limited](#)

Contract value

- £498,484 excluding VAT

- £598,136 including VAT

Above the relevant threshold

Date signed

6 October 2025

Contract dates

- 6 October 2025 to 28 September 2027
- Possible extension to 28 September 2030
- 4 years, 11 months, 23 days

Description of possible extension:

3 x 12 month optional extensions

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 48510000 - Communication software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems

Contract locations

- UKJ32 - Southampton
-

Submission

Submission type

Requests to participate

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Supplier

Alemba Limited

- Public Procurement Organisation Number: PHCQ-2676-QQYN

24 Minto Street

Edinburgh

EH9 1SB

United Kingdom

Email: tenders@alemba.com

Region: UKM75 - Edinburgh, City of

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. IT Service Management (ITSM) Platform

Contracting authority

ORDNANCE SURVEY LIMITED

- Companies House: 09121572

Explorer House Adanac Drive

Southampton

SO16 0AS

United Kingdom

Contact name: Vicki Walton

Email: vicki.walton@os.uk

Website: <http://www.os.co.uk/>

Region: UKJ36 - Central Hampshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)