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Award

IT Service Management Tool - Ivanti 12 Month Business Continuity Requirement

Maritime and Coastguard Agency

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

Notice identifier: 2025/S 000-011721

Procurement identifier (OCID): ocds-h6vhtk-04f9eb

Published 28 March 2025, 11:27am

Scope

Reference

TCA 3/7/1787

Description

The MCA requires Ivanti licensing and support for our current ITSM configuration as preparations continue to competitively tender a new ITSM solution. This work has already started with a market engagement exercise under appropriate CCS frameworks. Maintenance of the current configured solution by the existing delivery partner is essential for business continuity reasons and there is no reasonable alternative for this 12 month period.

Contract 1. Ivanti 12-Month Subscription and Support 2025-2026

Supplier

- [CTMS SERVICE MANAGEMENT LTD](#)

Contract value

- £45,435.32 excluding VAT
- £54,522.38 including VAT

Below the relevant threshold

Earliest date the contract will be signed

28 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- 1 year

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Procedure

Procedure type

Below threshold - without competition

Supplier

CTMS SERVICE MANAGEMENT LTD

- Companies House: 03915670

1 Windsor Square Silver Street

READING

RG1 2TH

United Kingdom

Email: sales@ctms-itsm.com

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Ivanti 12-Month Subscription and Support 2025-2026

Contracting authority

Maritime and Coastguard Agency

- Public Procurement Organisation Number: PCWN-9665-QVMZ

105 Commercial Road

Southampton

SO15 1EG

United Kingdom

Email: Contracts@mca.gov.uk

Website: <https://www.gov.uk/government/organisations/maritime-and-coastguard-agency>

Region: UKJ32 - Southampton

Organisation type: Public authority - central government