

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012638-2025>

Tender

## IT Service Management (ITSM) Platform 2026 onwards

ORDNANCE SURVEY LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012638

Procurement identifier (OCID): ocds-h6vhtk-04fc4b

Published 2 April 2025, 5:37pm

This is an old version of this notice. [View the latest version.](#)

### Scope

### Description

Ordnance Survey is looking to procure an IT Service Management Tool to help the organisation manage the delivery of IT services to support internal staff, external suppliers and OS customers.

### Total value (estimated)

- £750,000 excluding VAT
- £900,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 18 July 2025 to 18 July 2027
- Possible extension to 18 July 2030
- 5 years, 1 day

Description of possible extension:

Option 3 x 12 month extensions

## **Main procurement category**

Services

## **CPV classifications**

- 30211300 - Computer platforms
- 48445000 - Customer Relation Management software package
- 48900000 - Miscellaneous software package and computer systems
- 72212445 - Customer Relation Management software development services

---

## **Submission**

## **Enquiry deadline**

18 April 2025, 6:00pm

## **Submission type**

Tenders

## **Tender submission deadline**

2 May 2025, 1:00pm

## **Submission address and any special instructions**

<https://in-tendhost.co.uk/os/aspx/Home>

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

21 June 2025

## Recurring procurement

Publication date of next tender notice (estimated): 8 January 2030

---

## Award criteria

Name	Description	Type
Simple description	Please see '2. Instructions for tendering' document for full details.	Price

## Weighting description

Please see '2. Instructions for tendering' document for full details.

---

## Other information

### Conflicts assessment prepared/revised

Yes

---

## Procedure

## **Procedure type**

Competitive flexible procedure

## **Competitive flexible procedure description**

Competitive flexible procedure with presentations. Please see '2.Instruction for Tender' document for full details

---

## **Documents**

### **Associated tender documents**

<https://in-tendhost.co.uk/os/aspx/Home>

For tender documents please register on the above link

---

## **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](mailto:vicki.walton@os.uk)

Region: UKJ36 - Central Hampshire

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