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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

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### **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

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## **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

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**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

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## 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)

