

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012642-2025>

Tender

IT Service Management (ITSM) Platform.

ORDNANCE SURVEY LIMITED

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

Notice identifier: 2025/S 000-012642

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

Published 2 April 2025, 5:39pm

Changes to notice

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

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

Region: UKJ36 - Central Hampshire

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