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Tender

ITSM Service Renewal

Liverpool City Region Combined Authority

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

Notice identifier: 2025/S 000-015532

Procurement identifier (OCID): ocds-h6vhtk-0503f7 ([view related notices](#))

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Scope

Reference

DN770620

Description

The Liverpool City Region Combined Authority (LCRCA) holds a contract with a service provider for an ITSM service that is due for renewal in September 2025.

This project aims to identify and procure a suitable solution for delivery of a future service.

Total value (estimated)

- £840,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2032
- 7 years

Description of possible extension:

Two optional 24-month extensions

Main procurement category

Services

CPV classifications

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

Contract locations

- UKD7 - Merseyside

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

9 May 2025, 12:00pm

Tender submission deadline

16 May 2025, 11:00am

Submission address and any special instructions

<https://www.the-chest.org.uk/>

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

31 July 2025

Award criteria

Name	Type	Weighting
Quality	Quality	80%
Cost	Cost	20%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Liverpool City Region Combined Authority

- Public Procurement Organisation Number: PNDZ-8253-CJJM

1 Mann Island

Liverpool

L3 1BP

United Kingdom

Email: tender@liverpoolcityregion-ca.gov.uk

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government