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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 000-015713

Procurement identifier (OCID): ocids-h6vhtk-0503f7

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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)

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## **Submission**

### **Enquiry deadline**

9 May 2025, 12:00pm

### **Tender submission deadline**

16 May 2025, 11:00am

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

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procontract.duenorth.com/Opportunities/Index?p=e0cc5631-4690-e511-80fb-000c29c9ba21&v=1>

### **Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

English

**Award decision date (estimated)**

31 July 2025

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**Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Quality	Quality	80%
Cost	Cost	20%

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**Other information****Conflicts assessment prepared/revised**

Yes

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**Procedure**

## Procedure type

Open procedure

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## 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](mailto:tender@liverpoolcityregion-ca.gov.uk)

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government