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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 000-015717

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

Published 17 April 2025, 7:54am

## Changes to notice

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

Updated submission information

## 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

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## **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.due-north.com/Advert?advertId=f79dc790-b81a-f011-8136-005056b64545&p=e0cc5631-4690-e511-80fb-000c29c9ba21>

## 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

Name	Type	Weighting
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