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Planning

## **ITSM (IT Service Management) System**

West Yorkshire Fire and Rescue Authority

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-017682

Procurement identifier (OCID): ocds-h6vhtk-065dcb

Published 27 February 2026, 9:22am

### **Scope**

### **Reference**

WYFRS0193

### **Description**

The purpose of this project is to appoint a supplier to deliver an IT Service Management (ITSM) system. The system will deliver and manage IT services across operational and support services in alignment with ITIL practices.

### **Contract dates (estimated)**

- 2 November 2026 to 1 November 2029
- Possible extension to 31 October 2031

- 4 years, 11 months, 29 days

## **Main procurement category**

Services

## **CPV classifications**

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

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## **Engagement**

### **Engagement deadline**

29 March 2026

### **Engagement process description**

The West Yorkshire Fire and Rescue Service (WYFRS) is inviting expressions of interest for an upcoming tender to appoint a supplier to deliver an IT Service Management (ITSM) system. The system will deliver and manage IT services across operational and support services in alignment with ITIL practices.

As the fourth-largest Fire and Rescue Service in the UK, WYFRS serves over 2.2 million people across 800 square miles, providing emergency coverage 24 hours a day, every day of the year.

The purpose of this preliminary market engagement is to gather insights and feedback to inform the development of the procurement strategy and specification for an ITSM System, ensuring that the most efficient and effective methods of procurement are considered.

WYFRS is now looking to assess the market's interest and its ability to bid for and deliver this upcoming contract. A high-level overview of the key requirements is outlined below, although full details will be provided in the tender opportunity.

A non-exhaustive overview of the core requirements is provided as follows:

- Incident Management
- Request Fulfilment
- Problem Management
- Change Management
- Asset/Configuration Management
- Service Level Management
- Self Service Portal
- Reporting

A replacement solution must maintain or improve these capabilities to ensure continuity of DDaT operations and support to WYFRS.

Although the procurement route is yet to be determined, a tender is expected to be issued approximately April/May 2026. The contract term will last a minimum of 3 years, with options to extend for 1 + 1 year periods, bringing the total duration to a maximum of 5 years total. This upcoming contract will need to be in place prior to December 2026.

The estimated cost for the full contract term is expected to be between £150,000 and £200,000.

Suppliers interested in participating are invited to email their expression of interest to [tenders@westyorkshire.gov.uk](mailto:tenders@westyorkshire.gov.uk) by Friday 04th April, and if possible, provide the following information:

- Main contact name, email, and phone number for follow-up communication.
- Any frameworks you are currently associated with.
- Confirmation of your ability to bid within the specified time frame and your capacity to deliver the contract over the full term.

- Feedback on the proposed contract costs e.g. do you deem it as realistic.
- Link to your website
- Any additional comments or feedback based on the information provided.

Please note that this request for information (RFI) is not a call for competition. Further details will be made available in the official tender documents upon publication.

WYFRS reserve the right to discuss requirements with any supplier beyond this initial notice before any competitive tender process is undertaken.

We also recommend that you register with the West Yorkshire Fire and Rescue Service's E-Procurement system, 'In-tend,' at the following link <https://sell2.in-tend.co.uk/blpd/register> . This will ensure that if a competitive tender procedure is undertaken, you will already have access to the documentation once live.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

27 April 2026

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## Procedure

### Special regime

Concession

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## Contracting authority

### West Yorkshire Fire and Rescue Authority

- Public Procurement Organisation Number: PYTC-9788-PZGW

FSHQ, Bradford Road, Birkenshaw

Bradford

BD112DY

United Kingdom

Email: [Tenders@westyorksfire.gov.uk](mailto:Tenders@westyorksfire.gov.uk)

Website: <https://www.westyorksfire.gov.uk>

Region: UKE44 - Calderdale and Kirklees

Organisation type: Public authority - sub-central government