

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/055113-2025>

Award

IT Service Management (ITSM) Platform 2026 onwards

ORDNANCE SURVEY LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055113

Procurement identifier (OCID): ocds-h6vhtk-04fc4b ([view related notices](#))

Published 9 September 2025, 3:40pm

Scope

Reference

TS.0423

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.

Contract 1. ITSM Platform

Supplier

- [Alemba Limited](#)

Contract value

- £498,484 excluding VAT
- £598,136 including VAT

Above the relevant threshold

Award decision date

3 September 2025

Date assessment summaries were sent to tenderers

9 September 2025

Standstill period

- End: 18 September 2025
- 8 working days

Earliest date the contract will be signed

23 September 2025

Contract dates (estimated)

- 29 September 2025 to 28 September 2027

- Possible extension to 28 September 2030
- 5 years

Description of possible extension:

3 x 12 month optional extensions

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 48510000 - Communication software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems

Information about tenders

- 12 tenders received
- 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Supplier

Alemba Limited

- Companies House: 06322945

24 Minto Street

Edinburgh

EH9 1SB

United Kingdom

Email: simon.nugent@alemba.com

Region: UKM75 - Edinburgh, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. ITSM Platform

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)