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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.

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### **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

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## **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)

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## Submission

### Submission type

Requests to participate

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## Procedure

### Procedure type

Competitive flexible procedure

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## Supplier

### Alemba Limited

- Companies House: 06322945

24 Minto Street

Edinburgh

EH9 1SB

United Kingdom

Email: [simon.nugent@alemba.com](mailto: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

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## 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](mailto:vicki.walton@os.uk)

Region: UKJ36 - Central Hampshire

Organisation type: Public undertaking (commercial organisation subject to public authority)

oversight)