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Planning

ITSM Tool Replacement and Configuration Management Database (CMDB)

GENOMICS ENGLAND LIMITED

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057221

Procurement identifier (OCID): ocds-h6vhtk-059c00

Published 17 September 2025, 10:36am

Scope

Description

This procurement is for Enterprise ITSM tooling and licences and CMDB tooling and licences, including service design, delivery/project management, implementation, and data migration support.

Genomics England is exploring the Enterprise ITSM and does not currently have a configuration management data base (CMDB), which is a fundamental piece of functionality. We are seeking proposals for CMDB solutions which will be used to maintain, monitor, and obtain a better view of our environment. The solution will provide details of the machines on the network, software they're running, and expiry dates, and then link back to our contracts to provide asset numbers of kit etc.

Software, licensing, and support will need to be procured to meet this project's needs.

Contract dates (estimated)

- 8 December 2025 to 7 December 2027
- Possible extension to 7 December 2028
- 3 years

Description of possible extension:

The Initial Term will run for 2 years. The contract may be extended once by up to 12 months at the discretion of the buyer.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

18 September 2025

Enquiry deadline

13 October 2025, 5:00pm

Submission type

Tenders

Tender submission deadline

20 October 2025, 5:00pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

17 November 2025

Award criteria

Name	Description	Type	Weighting
Technical Merit and Functional Fit	Comprised of: Delivery approach and target state definition Implementation (including delivery and mobilisation) Functional and non-functional requirements Ease of Use Scalability of costs in licensing Organisational capacity and capability	Quality	60%
Price	Comprised of: Cost for implementation, delivery, and ongoing support Cost for licences for CMDB and ITSM	Price	25%
Social Value	Comprised of: Cost for implementation, delivery, and ongoing support Cost for licences for CMDB and ITSM	Quality	10%
Cultural Fit	Comprised of: Cost for implementation, delivery, and ongoing support Cost for licences for CMDB and ITSM	Quality	5%

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Following evaluation of bids, the top three highest scoring bidders may be invited to interview. The interviews would be used to clarify the responses and update scoring if applicable and as appropriate. The tender would be awarded to the highest scoring bidder following the interviews (if an award is made).

Contracting authority

GENOMICS ENGLAND LIMITED

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- Public Procurement Organisation Number: PBTW-5897-QJGY

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Region: UKI42 - Tower Hamlets

Organisation type: Public authority - central government