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Tender

ITSM Tool Replacement and Configuration Management Database (CMDB)

Genomics England Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-058578

Procurement identifier (OCID): ocds-h6vhtk-059c00 ([view related notices](#))

Published 22 September 2025, 3:14pm

Scope

Reference

GEL-ST-25136

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.

Total value (estimated)

- £2,250,000 excluding VAT
- £2,700,000 including VAT

Above the relevant threshold

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 is 24 months with an optional extension of 12 months at the discretion of the Authority.

Options

The right to additional purchases while the contract is valid.

The Authority may choose to purchase software licencing form the supplier.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems
- 72261000 - Software support services

Contract locations

- UK - United Kingdom

Justification for not using lots

Use of lots would create a high risk of rendering the execution of the contract excessively technically difficult or expensive, and the need to coordinate different contractors for the lots could seriously risk undermining the proper execution of the contract.

Participation

Legal and financial capacity conditions of participation

Able to pass financial health check; must agree to buyer's standard terms and conditions

Technical ability conditions of participation

ISO:27001 and Cyber Essentials Plus

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

13 October 2025, 5:00pm

Submission type

Tenders

Tender submission deadline

20 October 2025, 5:00pm

Submission address and any special instructions

<https://genomicsengland.bravosolution.co.uk>

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 design, implementation, delivery, and ongoing support Cost for licences for CMDB and ITSM	Price	25%
Social Value	Comprised of: Cost for design, implementation, delivery, and ongoing support Cost for licences for CMDB and ITSM	Quality	10%
Cultural Fit	Comprised of: Cost for design, implementation, delivery, and ongoing support Cost for licences for CMDB and ITSM	Quality	5%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This is a competitive flexible procedure in three stages.

Stage 1 - Conditions of Participation (PSQ) and ITT. Bidders must be able to meet all minimum standards and must-have requirements as set out in the tender documents. Following evaluation of eligible bids, the top three highest scoring bidders may be invited to interview. There is no ability to hold dialogue with the Authority within the process but bidders may ask clarification questions through the e-tendering portal.

Stage 2 - Interview & Presentation. The interviews will be used to clarify the responses and update scoring if applicable and as appropriate.

Stage 3 - Award. The tender would be awarded to the highest scoring bidder following the interviews (if an award is made).

Contracting authority

Genomics England Limited

- Companies House: 08493132

Level 21, One Canada Square

London

E14 5AB

United Kingdom

Email: Supplier.Engagement@genomicsengland.co.uk

Website: <http://www.genomicsengland.co.uk>

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - central government