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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.

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## **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

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## Award criteria

Name	Description	Type	Weighting
Technical Merit and Functional Fit	Comprised of: Delivery Quality 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%

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## **Other information**

### **Applicable trade agreements**

- Government Procurement Agreement (GPA)

### **Conflicts assessment prepared/revised**

Yes

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## **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](mailto:Supplier.Engagement@genomicsengland.co.uk)

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

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - central government