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Contract

ITSM Service Renewal

Liverpool City Region Combined Authority

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061107

Procurement identifier (OCID): ocds-h6vhtk-0503f7 ([view related notices](#))

Published 1 October 2025, 7:26am

Scope

Reference

DN770620

Description

The Liverpool City Region Combined Authority (LCRCA) holds a contract with a service provider for an ITSM service that is due for renewal in September 2025.

This project aims to identify and procure a suitable solution for delivery of a future service.

Contract 1

Supplier

- ALEMBA LIMITED

Contract value

- £172,698 excluding VAT
- £207,237.60 including VAT

Below the relevant threshold

Date signed

30 September 2025

Contract dates

- 30 September 2025 to 30 September 2028
- Possible extension to 30 September 2032
- 7 years, 1 day

Description of possible extension:

Optional 2-year extension (and further 2-year extension if opted for).

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKD7 - Merseyside

Procedure

Procedure type

Open procedure

Supplier

ALEMBA LIMITED

- Companies House: 06322945
- Public Procurement Organisation Number: PHCQ-2676-QQYN

Salisbury House

Cambridge

CB1 2LA

United Kingdom

Email: tenders@alemba.com

Website: <http://alemba.com>

Region: UKH12 - Cambridgeshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Liverpool City Region Combined Authority

- Public Procurement Organisation Number: PNDZ-8253-CJJM

1 Mann Island

Liverpool

L3 1BP

United Kingdom

Email: tender@liverpoolcityregion-ca.gov.uk

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government