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Planning

IT Service Management (ITSM) System

Northern Ireland Assembly

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061558

Procurement identifier (OCID): ocds-h6vhtk-05a65e

Published 2 October 2025, 10:05am

Scope

Description

The Northern Ireland Assembly Commission are at the outset of preparing for robust, credible and transparent preliminary market engagement exercise to develop a deliverable and affordable option for the IT Service Management (ITSM) System.

The purpose of this preliminary market engagement (PME) is to gather insights and feedback from the market to inform the development of the procurement strategy and specification for ITSM System, as well as assist the Assembly Commission to ensure that the most efficient and effective methods of procurement are considered.

This is not a tender exercise; participation is optional and won't affect future procurement opportunities. Interested suppliers can download the questionnaire and must submit completed forms via the portal's messaging function by 3pm on Wednesday 8 October 2025.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-BELFAST:-IT-software-development-services/MQR24XEE85>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/MQR24XEE85>

Total value (estimated)

- £419,000 excluding VAT
- £502,800 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 February 2026 to 31 January 2030
- 4 years

Main procurement category

Services

CPV classifications

- 72212517 - IT software development services
- 72260000 - Software-related services
- 72261000 - Software support services
- 72262000 - Software development services
- 72263000 - Software implementation services
- 72268000 - Software supply services

Engagement

Engagement deadline

24 October 2025

Engagement process description

- Supplier Information Session — 10 October 2025 via Microsoft Teams (60 minutes).

Purpose: provide background, scope and objectives, outline the timeline, explain the demonstration guidelines, Q&A.

- Supplier demonstrations — 13–22 October 2025 via Microsoft Teams (60 minutes).

Suppliers will demonstrate their ITSM solution features, indicative rollout plan, delivery model, integration approach, risks and potential issues, security/compliance and support/SLAs, an indicative range of costs for licensing, implementation, hosting and support.

- PME Questionnaire feedback – 24 October 2025

Suppliers should complete and return the requested information and feedback in the PME questionnaire provided.

Submission

Publication date of tender notice (estimated)

24 October 2025

Contracting authority

Northern Ireland Assembly

- Public Procurement Organisation Number: PYCW-9139-GQXZ

Parliament Buildings, Ballymiscaw, Stormont

BELFAST

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Region: UKN06 - Belfast

Organisation type: Public authority - central government