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Contract

IT Service Desk System

MUIR GROUP HOUSING ASSOCIATION LIMITED

UK7: Contract details notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-070247

Procurement identifier (OCID): ocds-h6vhtk-05d874

Published 31 October 2025, 4:47pm

Scope

Description

Continuation of service with Vivantio for IT service desk system provision.

3 year contract awarded with review date set for 2027 to investigate re-procurement options.

Contract 1

Supplier

Vivantio Limited

Contract value

• £48,385 including VAT

Below the relevant threshold

Date signed

31 October 2025

Contract dates

- 1 November 2025 to 31 October 2028
- 3 years

Main procurement category

Services

CPV classifications

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

Contract locations

• UK - United Kingdom

Procedure

Procedure type

Below threshold - without competition

Supplier

Vivantio Limited

Redwood House Brotherswood Court, Almondsbury

Bristol

BS32 4QW

United Kingdom

Email: support@vivantio.com

Region: UKK12 - Bath and North East Somerset, North Somerset and South

Gloucestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

MUIR GROUP HOUSING ASSOCIATION LIMITED

• Companies House: IP18632R

• Public Procurement Organisation Number: PYTY-7196-PLQP

80 Lightfoot Street

Chester

CH2 3AL

United Kingdom

Email: tashi.jackson@cirruspurchasing.co.uk

Region: UKD63 - Cheshire West and Chester

Organisation type: Public authority - sub-central government