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Tender

IT Service Management tool (ITSM)

Places For People Group

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

Notice identifier: 2025/S 000-078851

Procurement identifier (OCID): ocds-h6vhtk-05ecc8

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Scope

Reference

ITSM/CO/JW/2025

Description

Places for People (PfP) seeks to acquire and implement an industry-leading IT Service Management (ITSM) platform that meets both current and future business requirements. PfP currently operates an in-house service management platform, LogIT, which is no longer capable of supporting growing business needs. The existing system lacks essential capabilities, including automation, integration, service catalogue visibility, configuration management, analytics, and knowledge management.

Integration with existing tools and platforms including but not limited to Intune, Entra ID, Active Directory, Observability (LogicMonitor) and compatibility with a market leading ITAM solution.

Implementation of modules: Incident, Change and Release Management, Problem, Configuration Management Database (CMDB), Known Error Database (KEDB), Service Catalogue, Knowledge Management.

Interrogation of system configuration.

Interrogation of professional training for three (3) IT Ops colleagues to maintain and operate chosen solution.

Salesforce LogIT, Change IT decommission

System on a Chip (SOC) integration

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Software-package-and-information-systems./42R6245B5U>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/42R6245B5U>

Total value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 18 May 2026 to 17 May 2029
- Possible extension to 16 May 2031
- 4 years, 11 months, 30 days

Description of possible extension:

The Contract will have an initial term of three (3) years, with the option for Places for People (PfP) to extend for an additional two (2) years at its sole discretion.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72222300 - Information technology services

Contract locations

- UK - United Kingdom

Participation

Technical ability conditions of participation

Bidders must ensure they can meet all the mandatory requirements outlined in Appendix D - Requirements

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

27 February 2026, 5:00pm

Submission type

Tenders

Deadline for requests to participate

6 March 2026, 12:00pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 April 2026

Award criteria

Name	Type	Weighting
Quality and Technical merit	Quality	70%
Pricing	Price	30%

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 Competitive Flexible process is conducted in accordance with the Procurement Act 2023 (the Act) as further detailed in this Procurement Specific Questionnaire and in the Invitation to Tender (ITT) which is included for information only at this stage of the procurement.

Responses (PSQ Responses) to this selection questionnaire (PSQ) will be used in the first step of selecting suitably qualified and experience suppliers (Participants) to be invited to tender. It is intended that PfP will shortlist a total of three (3) to be invited to submit tenders in line with section 20(4)(a) of the Act.

Contracting authority

Places For People Group

- Public Procurement Organisation Number: PCLC-2366-MYPY

305 Gray's Inn Road, London

London

WC1X 8QR

United Kingdom

Contact name: Chi Onuks

Telephone: 01772 666000

Email: ProcurementTeam@placesforpeople.co.uk

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government