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Tender

IT Service Management Solution

The Riverside Group Limited

F02: Contract notice

Notice identifier: 2023/S 000-000177

Procurement identifier (OCID): ocids-h6vhtk-039510

Published 4 January 2023, 2:41pm

Section I: Contracting authority

I.1) Name and addresses

The Riverside Group Limited

2 Estuary Boulevard, Speke

Liverpool

L24 8RF

Contact

Francesca Brown

Email

procurement@riverside.org.uk

Country

United Kingdom

NUTS code

UKD72 - Liverpool

Internet address(es)

Main address

<https://www.riverside.org.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://riversource.wax-live.com/S2C/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://riversource.wax-live.com/S2C/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Service Management Solution

Reference number

TRGBS-119

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Riverside Group Limited (TRGL) requires an I.T. Service Management Solution (ITSM) to manage the end-to-end delivery of IT services and other departmental services to our customers. The ITSM needs to fully support processes and procedures, primarily defined by ITIL, such as Incident Management, Request Management, Problem Management, Change Enablement, Service Catalogue management and Service configuration management.

II.1.5) Estimated total value

Value excluding VAT: £375,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD72 - Liverpool

Main site or place of performance

2 Estuary Boulevard, Estuary Commerce Park, Speke, Liverpool, L24 8RF

II.2.4) Description of the procurement

The Riverside Group Limited (TRGL) requires an I.T. Service Management Solution (ITSM) to manage the end-to-end delivery of IT services and other departmental services to our customers. The ITSM needs to fully support processes and procedures, primarily defined by ITIL, such as Incident Management, Request Management, Problem Management, Change Enablement, Service Catalogue management and Service configuration management.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £375,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

27 March 2023

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

3 February 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 3 August 2023

IV.2.7) Conditions for opening of tenders

Date

3 February 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

Strand,

London

WC2A 2LL

Country

United Kingdom