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Contract

HALO Platform

Coventry University

F03: Contract award notice

Notice identifier: 2025/S 000-002858

Procurement identifier (OCID): ocids-h6vhtk-04d6c7

Published 28 January 2025, 3:17pm

Section I: Contracting authority

I.1) Name and addresses

Coventry University

Priory Street

COVENTRY

CV15FB

Email

bux280@coventry.ac.uk

Country

United Kingdom

Region code

UKG33 - Coventry

Companies House

07781274

Internet address(es)

Main address

<https://www.coventry.ac.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HALO Platform

Reference number

FRAM-1290-24-TH

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The current ITSM platform Service Now is proving to be financially unsustainable for the group. We have had to review several alternative options available on the market over the last 5 months. Approval of Halo has been granted to replace Service Now

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £413,912.75

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

The current ITSM platform Service Now is proving to be financially unsustainable for the group. We have had to review several alternative options available on the market over the last 5 months. Approval of Halo has been granted to replace Service Now.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The current ITSM platform Service Now is proving to be financially unsustainable for the group. We have had to review several alternative options available on the market over the last 5 months. Approval of Halo has been granted to replace Service Now. A direct award has been conducted against the Health Trust Europe Framework following the framework direct award criteria.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Contract No

FRAM-1290-24-TH

Title

HALO Platform

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 May 2024

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CDW Limited

One New Change

London

EC4M 9AF

Country

United Kingdom

NUTS code

- UKI - London

Companies House

02465350

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £413,912.75

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Coventry University

Priory Street

Coventry

CV15FB

Country

United Kingdom