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Tender

## **RES/IT Provision of an IT Service Management Tool (ITSM)**

Bristol City Council

F02: Contract notice

Notice identifier: 2024/S 000-003531

Procurement identifier (OCID): ocds-h6vhtk-0436cc

Published 2 February 2024, 1:21pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Bristol City Council

City Hall

Bristol

BS1 5TR

#### **Contact**

Ms Ella Clarke

#### **Email**

[ella.clarke@bristol.gov.uk](mailto:ella.clarke@bristol.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKK - South West (England)

**Internet address(es)**

Main address

<https://www.bristol.gov.uk/>

Buyer's address

<https://www.bristol.gov.uk/>

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=d5d991d0-35ae-ee11-8127-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=d5d991d0-35ae-ee11-8127-005056b64545>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

RES/IT Provision of an IT Service Management Tool (ITSM)

Reference number

DN705982

#### **II.1.2) Main CPV code**

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

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Council wishes to appoint a provider for the provision of IT Software Management tool (ITSM)

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKK - South West (England)

#### **II.2.4) Description of the procurement**

The Council wishes to appoint a provider for the provision of IT Software Management tool (ITSM)

#### **II.2.5) Award criteria**

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

extensions via agreement 1 + 1 years

**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 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

8 March 2024

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

8 March 2024

Local time

12:00pm

Place

Bristol

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Bristol City Council

City Hall

Bristol

BS1 5TR

Email

[ella.clarke@bristol.gov.uk](mailto:ella.clarke@bristol.gov.uk)

Country

United Kingdom