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Contract

IT Service Management Tool (Call-off Order via Software Framework Agreement - ITS190020 - Bytes Software Services Ltd

Leeds City Council

F03: Contract award notice

Notice identifier: 2022/S 000-009394

Procurement identifier (OCID): ocds-h6vhtk-032b4d

Published 7 April 2022, 2:54pm

Section I: Contracting authority

I.1) Name and addresses

Leeds City Council

Civic Hall, 3rd Floor West,

Leeds

LS1 1UR

Contact

Paul Doherty

Email

paul.1.doherty@leeds.gov.uk

Telephone

+44 01133785904

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

171459162

Internet address(es)

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104105>

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

IT Service Management Tool (Call-off Order via Software Framework Agreement - ITS190020 - Bytes Software Services Ltd

Reference number

ITS300261

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

Contract to commence: 31st March 2022 and end on 30th March 2025 with no options to extend. Call-off Order awarded using the Council's existing Software Framework Agreement (ITS190020 - Bytes Software Services Ltd). The key role of the tool is to log and track all requests and faults raised by customers including a self-service portal for customers, providing a function to log and approve changes to the IT infrastructure and enables all assets to be logged, tracked, and related to each other. The ITSM tool will be used by the Council's Integrated Digital Services (IDS) team to manage and support the delivery of IT services across the Council and the NHS Leeds Clinical Commissioning Group (CCG).

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: £615,000

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Leeds

II.2.4) Description of the procurement

Contract to commence: 31st March 2022 and end on 30th March 2025 with no options to extend. Call-off Order awarded using the Council's existing Software Framework Agreement (ITS190020 - Bytes Software Services Ltd). The key role of the tool is to log and track all requests and faults raised by customers including a self-service portal for customers, providing a function to log and approve changes to the IT infrastructure and enables all assets to be logged, tracked, and related to each other. The ITSM tool will be used by the Council's Integrated Digital Services (IDS) team to manage and support the delivery of IT services across the Council and the NHS Leeds Clinical Commissioning Group (CCG).

II.2.5) Award criteria

Price

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

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2019/S 116-284814](#)

Section V. Award of contract

Contract No

1

Title

IT Service Management Tool (Call-off Order via Software Framework Agreement - ITS190020 - Bytes Software Services Ltd

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Bytes Software Services Ltd

Bytes House, Randalls Way. Leatherhead, Surrey

Leatherhead

KT22 7TW

Email

tenders@bytes.co.uk

Telephone

+137 2418529

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

GB 823 8182 26

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £615,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

London

WC2A 2LL

Country

United Kingdom