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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](mailto: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

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## **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

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## **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](#)

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## **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](mailto: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

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## **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