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Contract

IT Service Management Solution

The Riverside Group Limited

F03: Contract award notice

Notice identifier: 2023/S 000-011446

Procurement identifier (OCID): ocds-h6vhtk-039510

Published 21 April 2023, 10:35am

Section I: Contracting authority

I.1) Name and addresses

The Riverside Group Limited

2 Estuary Boulevard, Speke

Liverpool

L24 8RF

Contact

Procurement

Email

procurement@riverside.org.uk

Country

United Kingdom

NUTS code

UKD72 - Liverpool

National registration number

30938R

Internet address(es)

Main address

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

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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £241,130

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD72 - Liverpool

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-000177](#)

Section V. Award of contract

Contract No

TRGBS-119

Title

IT Service Management Solution

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 April 2023

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Alemba Limited

Brooke Suite Ground Floor Bewley House, Marshfield Road

Chippenham

SN15 1JW

Country

United Kingdom

NUTS code

- UKK15 - Wiltshire CC

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £375,000

Total value of the contract/lot: £241,130

Section VI. Complementary information

VI.3) Additional information

This contract was awarded with the initial term of 3 years totalling ?241,130. There is two optional 12 month extension periods available taking the maximum contract value up to ?371,090.

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

