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Tender

IT Service Management (ITSM) System

University of Bristol

F02: Contract notice

Notice identifier: 2023/S 000-012759

Procurement identifier (OCID): ocds-h6vhtk-03c63b

Published 4 May 2023, 11:06am

Section I: Contracting authority

I.1) Name and addresses

University of Bristol

4th Floor, Augustine's Courtyard, Orchard Lane

Bristol

BS1 5DS

Email

qx21853@bristol.ac.uk

Telephone

+44 01179289000

Country

United Kingdom

Region code

UKK11 - Bristol, City of

Internet address(es)

Main address

www.bristol.ac.uk

I.3) Communication

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

https://tenders.bris.ac.uk/web/login.html

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://tenders.bris.ac.uk/web/login.html

Tenders or requests to participate must be submitted to the above-mentioned address

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

IT Service Management (ITSM) System

Reference number

IT-2303-016-PC_ 2591

II.1.2) Main CPV code

• 48517000 - IT software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The University of Bristol is looking to procure an IT Service Management toolset to support the delivery of IT services to the university's staff and student community. The solution will deliver stability and longevity to support university's maturity roadmap, which will focus on the improvement of our ITSM working practices.

All requirements unless stated, must be 'out-of-the box' (OOTB) or UoB configurable with the right training and support materials. They must not require coding or development or be reliant on professional services.

The chosen solution must have the ability to provide out of the box workflows for the following processes which are aligned to ITIL best practice:

• Incident Management

• Change Management

• Release Management

• Service Request Management

• Problem Management

• Knowledge Management

• Service Asset and Configuration Management

• Service Level Management

• Service Catalogue Management

The solution must be Software as a Service and with data hosted by the provider in a cloud environment. It must be able to integrate with systems such as, but not limited to:

• Existing and future university systems, using a REST API or connectors

• Azure Active Directory for authentication

• Microsoft 365 for email

II.1.5) Estimated total value

Value excluding VAT: £660,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

• UKK11 - Bristol, City of

II.2.4) Description of the procurement

1 system

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £660,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

The contracts will be offered for an initial term of 5 years from the Access Date with 2 x 12-month option periods (5+1+1).

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

5 June 2023

Local time

8:00am

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

5 June 2023

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom