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Planning

Market Engagement and Techspike for ITSM tools

Ministry of Justice

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-012978

Procurement identifier (OCID): ocds-h6vhtk-03c6cb

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Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Email

ccmd-dandtsupplierinbox@justice.gov.uk

Telephone

+44 02033343555

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Market Engagement and Techspike for ITSM tools

Reference number

prj_10591

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority wishes to engage with the market to further its understanding and knowledge of IT Service Management (ITSM) solutions available and how they may benefit and align to our business and associated goals.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48781000 - System management software package
- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

It is the Authority's intention, through this Market Engagement and Tech Spike, to leverage free trials of IT Service Management (ITSM) solutions to understand whether the current market options for a ITSM solution could meet today's operational needs of HM Courts and Tribunals Service (HMCTS) Digital Operations and Service Management function.

Information gathered through this activity may inform requirements and definition for a future competition.

The HMCTS Service Management function (including the Service Desk, field agents and customer support staff) includes 500+ concurrent agents.

Each vendor solution will be used for a max 30-day period as a fully stand-alone sandbox with a sample Line of Business being configured to investigate the following criteria.

- Incident
- Major Incident Management
- Problem Management
- Service Level Management
- Change Management
- Interactions/Agent Workspace
- Knowledge Management
- Self Service Portal
- Service Catalogue
- Request Fulfilment
- Hardware Asset Management (HAM)
- Software Asset Management (SAM)
- Configuration Management (CMDB)

- Event Management / ITOM
- Performance Analytics & Reporting
- Case Management (External users)
- Field Services Management
- Integrations (OOTB & Custom ability)
- Security & Data Management
- Roles & Access Management
- Demand Management
- VIP user handling
- Rota & On-Call Schedules
- Time Tracking/Time keeping
- Continual Improvement Management (CIM)
- Virtual Agent Capability
- Live Chat
- Cognitive & AI Capability inc Chat Bot
- Release Management
- CSAT/Surveys
- Custom App Development (inc workflow) capability
- Enterprise Service Management (ESM) capability

After providing access to the ITSM trial software, HMCTS expects to be self-sufficient in the configuration and use of the solution, but would seek to have twice weekly 1-hour checkpoints for Q&A.

As this will be on a free trial basis, suppliers are asked to identify any restrictions that will apply. At the end of a trial of a solution, it is understood that access will end and all ITSM

configuration will be lost.

The Authority is looking to only trial software direct from the software manufacturer. This would not exclude resellers of the software manufacturer's product from taking part in any future competition.

Interested suppliers can register their interest in the PIN by emailing ccmd-dandtupplierinbox@justice.gov.uk. We will then invite you to complete a short questionnaire which we request you to return within five working days.

If responses meet the criteria outlined above, you will be invited to provide free trial software. Participating suppliers will be required to sign a Non-Disclosure Agreement.

All expressions of interests (requests for a questionnaire) need to be submitted to the Authority by 25 May 2023.

Any costs or investments which are incurred in relation to this Market Engagement and Tech Spike shall be the supplier's responsibility and the Authority shall have no liability for any such costs or investments.

Please note that suppliers whose questionnaire responses do not meet the criteria are not excluded from any future competition. Potential providers will not be prejudiced by any response to this PIN, or failure to respond.

This PIN does not formally signify the beginning of a procurement and does not constitute a commitment by the MoJ to undertake any procurement exercise. The MoJ will reserve its rights as to the procurement route used.

In the event that a suitable pre-existing framework is identified during market engagement the MoJ may decide not to issue a contract notice. Should a suitable framework not be identified and the MoJ decides to formally commence the procurement a separate notice will be issued through the Find a Tender service.

II.3) Estimated date of publication of contract notice

5 May 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

None