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Tender

Tender for the provision of an Enterprise Service Management Tool

Housing 21

F02: Contract notice

Notice identifier: 2022/S 000-015184

Procurement identifier (OCID): ocids-h6vhtk-0341f6

Published 31 May 2022, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Housing 21

10th Floor, Tricorn House

Birmingham

B16 8TP

Contact

Gill Brown

Email

procurementteam@housing21.org.uk

Telephone

+44 7872156532

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.housing21.org.uk>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Birmingham:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./2844GM9J9W>

Additional information can be obtained from the above-mentioned address

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

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tender for the provision of an Enterprise Service Management Tool

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

The aim of this project is to move to a full cloud-based SaaS solution that will support improved service quality and delivery, through more efficient and mature ITSM processes and functions along with providing new service management capability for the Housing 21 HR team with future options for expanding use of the service management tool to other areas of Housing 21 business.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Housing 21 wish to procure and implement a new ITSM service which is due to replace legacy on premise software.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

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

Duration in months

36

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 6

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/2844GM9J9W>

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

Date

1 July 2022

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 Years

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

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GO Reference: GO-2022531-PRO-20233247

VI.4) Procedures for review

VI.4.1) Review body

Housing 21

Birmingham

Country

United Kingdom