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Contract

ITSM Tool

UNIVERSITY OF MANCHESTER

F03: Contract award notice

Notice identifier: 2023/S 000-017067

Procurement identifier (OCID): ocds-h6vhtk-03d6ad

Published 15 June 2023, 3:34pm

Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF MANCHESTER

Room G010, John Owens Building, Oxford Road

MANCHESTER

M139PL

Email

procurement@manchester.ac.uk

Country

United Kingdom

Region code

UKD33 - Manchester

UK Register of Learning Providers (UKPRN number)

UKPRN 10007798

Internet address(es)

Main address

<https://www.manchester.ac.uk/>

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

ITSM Tool

Reference number

2023/2067/ServiceNow/PJH/JL

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

ITSM Tool to ensure business continuity

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: £250,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Following the recent cyber incident internal UoM service providers, including but not limited to ITS, Finance, Student Services and Library Services have an immediate requirement to source a standby/fail over tool independent of any current tools in use to manage incidents, requests and customer contact. This is to meet the business continuity requirements across UoM and reduce the potential service disruption to the university employees, students and partners, if other systems/applications are withdrawn from service.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Cost / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

1+1 annual renewal option available should the need arise

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

Following the recent cyber incident The University of Manchester has immediate requirements to source solutions and services that are independent of any current products/services to meet their business continuity requirements. This will reduce the potential for service disruption to employees, students and partners to the University.

The negotiated procedure without a prior publication has been used due to extreme urgency on the grounds of regulation 32(2)(c)

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

AIZD2455893

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 June 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

ServiceNow Limited

1 Bridge Street

Staines

TW18 4TW

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

06299383

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £250,000

Total value of the contract/lot: £250,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice of England

London

WC2A 2LL

Country

United Kingdom