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Tender

Information Technology Service Management (ITSM) Solution

Rotherham Metropolitan Borough Council

F02: Contract notice

Notice identifier: 2024/S 000-022129

Procurement identifier (OCID): ocids-h6vhtk-047e3b

Published 17 July 2024, 4:49pm

Section I: Contracting authority

I.1) Name and addresses

Rotherham Metropolitan Borough Council

Riverside House, Main Street

Rotherham

S60 1AE

Contact

Matthew Everatt

Email

matthew.everatt@rotherham.gov.uk

Telephone

+44 1709334119

Country

United Kingdom

Region code

UKE31 - Barnsley, Doncaster and Rotherham

National registration number

GB173552264

Internet address(es)

Main address

<https://www.rotherham.gov.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104118>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=82992&B=UK

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=82992&B=UK

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Information Technology Service Management (ITSM) Solution

Reference number

23-210

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Rotherham Metropolitan Borough Council (RMBC / the Council) is seeking to undertake a procurement exercise to appoint a supplier for the provision of an Information Technology Service Management (ITSM) and Information Technology Asset Management (ITAM) solution as per the Councils requirements.

The system must be live by 08/06/2025. Implementation and mobilisation of the system must take place between November 2024 and March 2025.

II.1.5) Estimated total value

Value excluding VAT: £1,012,430

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72250000 - System and support services

- 72253200 - Systems support services
- 72261000 - Software support services
- 72267000 - Software maintenance and repair services
- 72300000 - Data services

II.2.3) Place of performance

NUTS codes

- UKE31 - Barnsley, Doncaster and Rotherham

Main site or place of performance

Rotherham

II.2.4) Description of the procurement

The scope of this procurement will include as a minimum but is not limited to:

Provision of an Information Technology Service Management (ITSM) Solution

Provision of an Information Technology Asset Management (ITAM) Solution

Hosting of the solution in the Suppliers Data Centre.

Associated software licenses.

Associated software services.

Annual support and maintenance.

Professional services in the form of service pack days.

Option to add in and purchase additional functionality during the lifetime of the contract. This will futureproof the solution as the contract matures.

Transfer of data (including existing tickets, catalogue items, supporting data, knowledge management, templates) from Assyst to the new ITSM and ITAM solution.

Procurement of a bulk data importing tool (if not included as part of the ITAM/ITSM).

The procurement exercise will exclude:

Provision of an ESM (Enterprise Service Management) Solution to manage tickets for HR, cleaning or other local services.

It is anticipated that the contract will commence on 21/11/2024 and will run for a period of 5-years making the expiry date 20/11/2029. The contract will have an option to extend by a further 5-years at the sole discretion of the Council making the latest possible expiry date 20/11/2034.

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: £1,012,430

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

It is anticipated that the contract will commence on 21/11/2024 and will run for a period of 5-years making the expiry date 20/11/2029. The contract will have an option to extend by a further 5-years at the sole discretion of the Council making the latest possible expiry date 20/11/2034.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

16 August 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

16 August 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The Council are open to locally hosted, hybrid and cloud hosted solutions.

Further details can be found by downloading the tender pack for free at <https://uk.eu-supply.com>

VI.4) Procedures for review

VI.4.1) Review body

High Court

The Royal Courts of Justice, The Strand,

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Contracting Authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the Contract is communicated to tenderers. Applicants who are unsuccessful shall be informed by the Contracting Authority as soon as possible after the decision has been made as to the reasons why the applicant was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, the Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take legal action. Any such action must be brought within the applicable limitation period. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the Contracting Authority to amend any document and may award damages. If the Contract has been entered into, the Court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order the Contracting Authority to pay a fine, and/or order that the duration of the Contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

VI.4.4) Service from which information about the review procedure may be obtained

High Court

The Royal Courts of Justice, The Strand,

London

WC2A 2LL

Country

United Kingdom