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Contract

IT Service Management (ITSM) System

University of Bristol

F03: Contract award notice

Notice identifier: 2023/S 000-023004

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

Published 8 August 2023, 9:15am

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.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

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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £660,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

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

Quality criterion - Name: Cost / Weighting: 30

Cost criterion - Name: Technical / Weighting: 70

II.2.11) Information about options

Options: Yes

Description of options

Licence numbers may go up or down over the term of the contract

Professional Services as per tender documents

2 x 12 month contract extensions

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-012759](#)

Section V. Award of contract

Contract No

IT-2303-016-PC_2591

Title

IT Service Management System (ITSM)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 August 2023

V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received from SMEs: 10

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 11

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

V.2.3) Name and address of the contractor

Halo Service Solutions Ltd

86 Eastburn Tower, Eastburn Drive, Falkirk,

Falkirk

FK1 1TX

Country

United Kingdom

NUTS code

- UKM76 - Falkirk

National registration number

SC216980

The contractor is an SME

Yes

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

Total value of the contract/lot: £660,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

University of Bristol

Bristol

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom