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Tender

ITSM Upgrade for OneSource 2021 ITTH36

LONDON BOROUGH OF HAVERING

F02: Contract notice

Notice identifier: 2021/S 000-023727

Procurement identifier (OCID): ocds-h6vhtk-02e422

Published 23 September 2021, 4:29pm

The closing date and time has been changed to:

1 November 2021, 4:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

LONDON BOROUGH OF HAVERING

Town Hall, Main Road

ROMFORD

RM13BB

Contact

Syed Haujee

Email

syed.haujee@havering.gov.uk

Telephone

+44 7780617061

Country

United Kingdom

NUTS code

UKI52 - Barking & Dagenham and Havering

Internet address(es)

Main address

https://www.havering.gov.uk/info/20071/doing_business_with_us/389/current_tender_opportunities

Buyer's address

https://www.havering.gov.uk/info/20071/doing_business_with_us/389/current_tender_opportunities

I.3) Communication

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

https://www.havering.gov.uk/info/20071/doing_business_with_us/389/current_tender_opportunities

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.havering.gov.uk/info/20071/doing_business_with_us/389/current_tender_opportunities

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

ITSM Upgrade for OneSource 2021 ITTH36

Reference number

ITTH36

II.1.2) Main CPV code

- 50324200 - Preventive maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

The ITSM (IT Service Management) solution used by one source is a mission critical tool that is used to support over 7,000 staff from LBH and LBN for IT, Human Resources and Finance related service requests.

one source is looking to replace the current ITSM tool with one that will provide the capability to support the high quality and innovative customer support experience that the organisation demands going forward.

The ITSM tool must be built upon the industry best practice defined in the ITIL framework.

II.1.5) Estimated total value

Value excluding VAT: £375,000

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

II.2.3) Place of performance

NUTS codes

- UKI52 - Barking & Dagenham and Havering

Main site or place of performance

LONDON BOROUGH OF HAVERING

II.2.4) Description of the procurement

The ITSM (IT Service Management) solution used by one source is a mission critical tool that is used to support over 7,000 staff from LBH and LBN for IT, Human Resources and Finance related service requests.

one source is looking to replace the current ITSM tool with one that will provide the capability to support the high quality and innovative customer support experience that the organisation demands going forward.

The ITSM tool must be built upon the industry best practice defined in the ITIL framework.

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: £375,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

1 RENEWAL OF 12 MONTHS MAX

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

AS PER TENDER DOCUMENTATION

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: No

IV.2) Administrative information

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

Originally published as:

Date

25 October 2021

Changed to:

Date

1 November 2021

Local time

4:00pm

See the [change notice](#).

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 October 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

ROYAL COURTS OF JUSTICE

STRAND

LONDON

WC2A 2LL

Country

United Kingdom