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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): ocids-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@haverling.gov.uk](mailto:syed.haujee@haverling.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](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](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](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](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

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## **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

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### **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

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### **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

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## **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