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Not applicable

ITSM Upgrade for OneSource 2021 ITTH36

LONDON BOROUGH OF HAVERING

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-023811

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

Published 24 September 2021, 12:48pm

Section I: Contracting authority/entity

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

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2021/S 000-023727](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2.

Place of text to be modified

DATE LOCAL TIME

Instead of

Date

25 October 2021

Read

Date

1 November 2021

Local time

4:00pm