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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): ocds-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**

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#### **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)

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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.

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## **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