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Contract

vFire Maintenance and Support

Business Services Organisation I T S

F03: Contract award notice

Notice identifier: 2023/S 000-026072

Procurement identifier (OCID): ocds-h6vhtk-03eeb6

Published 4 September 2023, 2:09pm

Section I: Contracting authority

I.1) Name and addresses

Business Services Organisation I T S

Belfast

Contact

Catherine Fegan

Email

cathy.fegan@hscni.net

Telephone

+44 2895362561

Country

United Kingdom

Region code

UKN06 - Belfast

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.hscbusiness.hscni.net/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

vFire Maintenance and Support

Reference number

DAC11277

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Alemba are the Global owner of the vFire IT Service Management (ITSM) toolset product and as such are the sole official provider for this product. Any said adaptations have been

successfully implemented and supported by Alemba for their lifetime. Continuing to have support for the product and the adaptations implemented will ensure that IT Services will continue to run as effectively as possible. It will also mean that the provision of IT Services can be monitored and reviewed to ensure that HSC customer SLA targets are met via use of the vFire ITSM toolset.

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: £1,265,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

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BSO ITS with Alemba's support have adapted the product to meet service needs in order to ensure ISO20000 audit compliance and guarantee that the product is aligned to ITIL (ITSM) industry best practice.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - protection of exclusive rights, including intellectual property rights

Explanation:

Alemba are the Global owner of the vFire IT Service Management (ITSM) toolset product and as such are the sole official provider for this product. Any said adaptations have been successfully implemented and supported by Alemba for their lifetime. Continuing to have support for the product and the adaptations implemented will ensure that IT Services will continue to run as effectively as possible. It will also mean that the provision of IT Services can be monitored and reviewed to ensure that HSC customer SLA targets are met via use of the vFire ITSM toolset.

BSO ITS with Alemba's support have adapted the product to meet service needs in order to ensure ISO20000 audit compliance and guarantee that the product is aligned to ITIL (ITSM) industry best practice.

Alemba have worked with HSC since 2007 and have an in-depth knowledge of HSC requirements. Alemba are the sole UK provider for support services for this product. They also are the Global owner of vFire in all its versions.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023421](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 September 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Alemba

Edinburgh

Country

United Kingdom

NUTS code

- UKM - Scotland

Companies House

06322945

The contractor is an SME

No

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

Total value of the contract/lot: £1,265,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Business Services Organisation

Belfast

Country

United Kingdom