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Tender

The supply, installation, commissioning, and support & maintenance of an ITSM software package to the SRS

SRS Shared Resource Service

F02: Contract notice

Notice identifier: 2022/S 000-026699

Procurement identifier (OCID): ocds-h6vhtk-036afd

Published 23 September 2022, 1:50pm

Section I: Contracting authority

I.1) Name and addresses

SRS Shared Resource Service

Ty Cyd 1, Gilchrist Thomas Industrial Estate

Blaenavon

NP4 9RL

Contact

Kevin Elson

Email

KevinElson@srswales.com

Telephone

+44 1633647761

Country

United Kingdom

NUTS code

UKL16 - Gwent Valleys

Internet address(es)

Main address

www.torfaen.gov.uk

Buyer's address

http://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0498

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

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

The supply, installation, commissioning, and support & maintenance of an ITSM software package to the SRS

Reference number

T.4496

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

We are looking for a product which incorporates the level of maturity that the organisation is currently exhibiting while also being capable to support and drive efficiencies throughout the business using the tools present in an ITSM product.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72700000 - Computer network services
- 72261000 - Software support services
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKL16 - Gwent Valleys

Main site or place of performance

Torfaen

II.2.4) Description of the procurement

The service desk product must be available to all colleagues across the SRS. The contract is to deliver a product that is ITIL framework compliant and must fulfil the requirements criteria that are contained within the SRS.

Throughput

The service handles.

60K calls/incidents per annum

150K service requests per annum.

The Processing of over 20 problems and 1000 changes per annum.

The delivery of daily, weekly, monthly, YTD and annual statistical data across internal and external customers.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

There is an option to extend the contract for a further period of up to 12 months in total

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2017/S 221-459316](#)

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

Date

24 October 2022

Local time

12:00pm

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

English, Welsh

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

Duration in months: 6 (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: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

(WA Ref:124992)

VI.4) Procedures for review

VI.4.1) Review body

The High Court

Royal Courts Of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom