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Tender

## **IT Service Management Solution**

Police and Crime Commissioner for Northumbria

F02: Contract notice

Notice identifier: 2024/S 000-031642

Procurement identifier (OCID): ocds-h6vhtk-04a541

Published 3 October 2024, 10:10am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Police and Crime Commissioner for Northumbria

2nd Floor, Victory House, Balliol Business Park

Longbenton, Newcastle

#### **Email**

[hayley.bradford@northumbria.police.uk](mailto:hayley.bradford@northumbria.police.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKC2 - Northumberland and Tyne and Wear

#### **Internet address(es)**

Main address

<https://www.northumbria.police.uk/>

### **I.3) Communication**

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

<https://sell2.in-tend.co.uk/blpd/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

### **I.4) Type of the contracting authority**

Body governed by public law

### **I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

IT Service Management Solution

Reference number

NP0195

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The force is seeking to establish a single supplier agreement for the provision of an IT Service Management Solution (ITSM). The contract will be for an initial 5 year agreement with the option to extend by 3 x 12 months. The contract duration will not exceed 8 years. Further detail can be found in the tender documents.

#### **II.1.5) Estimated total value**

Value excluding VAT: £950,000

#### **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
- 48100000 - Industry specific software package
- 48517000 - IT software package

#### **II.2.3) Place of performance**

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

#### **II.2.4) Description of the procurement**

The force is seeking to establish a single supplier agreement for the provision of an IT Service Management Solution (ITSM). The contract will be for an initial 5 year agreement with the option to extend by 3 x 12 months. The contract duration will not exceed 8 years. Further details can be found in the tender documents.

#### **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: £950,000

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

Duration in months

96

This contract is subject to renewal

No

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **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**

Date

4 November 2024

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

4 November 2024

Local time

12:00pm

Place

Forth Banks - Northumbria Police

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## **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.4) Procedures for review**

#### **VI.4.1) Review body**

Police and Crime Commissioner for Northumbria

Newcastle upon tyne

Country

United Kingdom