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Contract

ITSM Software and Support. Helpdesk System

CESHIRE EAST COUNCIL

F03: Contract award notice

Notice identifier: 2024/S 000-031807

Procurement identifier (OCID): ocids-h6vhtk-0497c2

Published 4 October 2024, 9:04am

Section I: Contracting authority

I.1) Name and addresses

CESHIRE EAST COUNCIL

WESTFIELDS

SANDBACH

CW111HZ

Contact

Michael Ashworth

Email

michael.ashworth@cheshireeast.gov.uk

Telephone

+44 1270686953

Country

United Kingdom

Region code

UKD62 - Cheshire East

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.cheshireeast.gov.uk

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

ITSM Software and Support. Helpdesk System

Reference number

24 042

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Halo IT Service Management Tool used to provide incident and request management, problem management, major incident management, change management and configuration management across the IT estate

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: £283,800

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD6 - Cheshire

II.2.4) Description of the procurement

The ITSM tool is core to the delivery of ICT operations. It fundamentally holds information on all the incidents (service failures) being managed, all the requests for change from users, all the technical changes managed across the estate and is a very substantial repository of operational knowledge and records of the software/hardware/assets that ICT manage.

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 procurement falls outside the scope of application of the regulations

Explanation:

This award avoids costs associated with the introduction of a new and non-configured system and gives the Council the ability to deliver customisations within timescale so as to avoid business interruption to a critical business system with alignment with the ongoing business change programme.

Section 32.(2) of the PCR 2015 provides that;

"The negotiated procedure without prior publication may be used for public works contracts, public supply contracts and public service contracts in any of the following cases: - b) where the works, supplies or services can be supplied only by a particular economic operator for any of the following reasons: -

(i) the aim of the procurement is the creation or acquisition of a unique work of art or artistic performance,

(ii) competition is absent for technical reasons,

(iii) the protection of exclusive rights, including intellectual property rights,

but only, in the case of paragraphs (ii) and (iii), where no reasonable alternative or substitute exists and the absence of competition is not the result of an artificial narrowing down of the parameters of the procurement;

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: [2024/S 000-028154](#)

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

3 September 2024

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

Halo Service Solutions Ltd

Falkirk

Country

United Kingdom

NUTS code

- UKM - Scotland

Companies House

SC216980

Internet address

<https://haloservicesolutions.com/>

The contractor is an SME

Yes

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

Total value of the contract/lot: £283,800

Section VI. Complementary information

VI.3) Additional information

The council has incorporated a standstill period in the VEAT notice previously published. That notification provided full information on the award decision, with the 10 day standstill period expiring on 13th September 2024.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom