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Award

vFire additional licences and associated maintenance and support?

Business Services Organisation

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031959

Procurement identifier (OCID): ocds-h6vhtk-0547bf ([view related notices](#))

Published 12 June 2025, 2:23pm

Scope

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. BSO ITS has grown in recent years and vFire is the main tool used by all BSO ITS staff to deliver IT Services to end users within the agreed SLA. Use of vFire\ASM toolset will 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 staff levels have grown in recent years and vFire is the main tool used by all BSO ITS staff to deliver IT Services to end users within the agreed SLA. There has been no major investment by BSO ITS in terms of licences despite staff levels increasing by over 100% since preCOVID. ?

£1,974,000.00 has been previously Direct Awarded to Alemba for Vfire Licences and Support.

It is our intention to complete a further Direct Award to the value of £105,000.00 (exclusive of vat). We wish to review this on an annual basis until 31st March 2029.

Contract 1

Supplier

- ALEMBA LIMITED

Contract value

- £105,000 excluding VAT
- £126,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

30 June 2025

Contract dates (estimated)

- 1 July 2025 to 31 March 2027
- Possible extension to 31 March 2029
- 3 years, 9 months

Description of possible extension:

This DAC is for 1 year 8 months with provision of another 2 years. Annual reviews will

need to be carried out to determine whether or not these licences are still required as well as the number and types of licences required based upon the projected need.

Main procurement category

Services

CPV classifications

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

Contract locations

- UKN - Northern Ireland

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Alemba own the vFire\ASM and is the sole global provider of the product. Licences are required to support the continued expansion across HSCNI, ensuring alignment with Business needs and the delivery of Business As Usual services. Additional licences are necessary to accommodate projected growth, based upon recruitment levels provided by HSC.

Supplier

ALEMBA LIMITED

- Companies House: 06322945
- Public Procurement Organisation Number: PHCQ-2676-QQYN

Salisbury House

Cambridge

CB1 2LA

United Kingdom

Email: tenders@alemba.com

Website: <http://alemba.com>

Region: UKH12 - Cambridgeshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Business Services Organisation

- Public Procurement Organisation Number: PCQH-8657-NGMT

2 Franklin Street

Belfast

BT2 8DQ

United Kingdom

Email: keli.mcteague@hscni.net

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland