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Contract

## **ITSM Toolset**

UNIVERSITY OF MANCHESTER

F03: Contract award notice

Notice identifier: 2022/S 000-034203

Procurement identifier (OCID): ocds-h6vhtk-038a3b

Published 2 December 2022, 2:03pm

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

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

UNIVERSITY OF MANCHESTER

Room G010, John Owens Building, Oxford Road

MANCHESTER

M139PL

#### **Email**

[procurement@manchester.ac.uk](mailto:procurement@manchester.ac.uk)

#### **Telephone**

+44 1612758857

#### **Country**

United Kingdom

#### **Region code**

UKD33 - Manchester

**UK Register of Learning Providers (UKPRN number)**

UKPRN 10007798

**Internet address(es)**

Main address

<http://www.procurement.manchester.ac.uk/>

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

Body governed by public law

**I.5) Main activity**

Education

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**Section II: Object**

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

**II.1.1) Title**

ITSM Toolset

Reference number

2022/1961/ITSM/CC/JL

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

Renewal of existing 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: £500,000

### **II.2) Description**

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

NUTS codes

- UKD3 - Greater Manchester

Main site or place of performance

The University of Manchester

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

ITSM Toolset.

#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: No

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## **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:
  - absence of competition for technical reasons

Explanation:

During the discovery and requirements gathering phase recently completed by the University, it has become clear that the specific challenges the university are trying to solve are not solely toolset related, in fact there are considerable practice and process issues resulting in the University of Manchester not being sufficiently mature enough in its Service Management practises to introduce a new toolset at this moment in time.

It is anticipated this work will take approximately 24 months, following which the University may return to the market once internal process issues, challenges and required levels of maturity have been addressed.

Therefore, the university will continue with the current incumbent solution, Ivanti, for a period of 2 years with an optional one year extension, and will concentrate efforts on improving processes and services that are provided to its customers.

#### **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.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

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## **Section V. Award of contract**

### **Contract No**

2022/1961/ITSM/CC/JL

### **Title**

ITSM Toolset

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

7 November 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

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

#### **V.2.3) Name and address of the contractor**

Ivanti UK Limited

3 Arlington Sq, Downshire Way

Bracknell

RG12 1WA

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

05084379

The contractor is an SME

Yes

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

Total value of the contract/lot: £500,000

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## **Section VI. Complementary information**

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

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

The High Court of Justice of England

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers.

Applicants who are unsuccessful shall be informed by the authority as soon as possible after the decision has been made as to the reasons why the Applicant was unsuccessful.

- If an appeal regarding the award of the contract has not been successfully resolved, the Public Contracts Regulations 2015 (SI 2015 No 102) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must generally be brought

within 3 months.

- If a declaration of ineffectiveness is sought, any such action must be brought within 30 days where the authority has communicated the award of the contract and a summary of reasons to tenderers, or otherwise within 6 months of the contract being entered into. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages.
- If the contract has been entered into the court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order the authority to pay a fine, and/or order that the duration of the contract is shortened.

The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

#### **VI.4.4) Service from which information about the review procedure may be obtained**

The University of Manchester

Manchester

M13 9PL

Email

[procurement@manchester.ac.uk](mailto:procurement@manchester.ac.uk)

Country

United Kingdom