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Tender

## **IT Service Management System**

Senedd Cymru / Welsh Parliament

F02: Contract notice

Notice identifier: 2024/S 000-034729

Procurement identifier (OCID): ocds-h6vhtk-04b186

Published 25 October 2024, 3:52pm

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

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

Senedd Cymru / Welsh Parliament

Senedd Cymru / Welsh Parliament, Ty Hywel, Cardiff Bay

Cardiff

CF99 1SN

#### **Email**

[helena.grant@senedd.wales](mailto:helena.grant@senedd.wales)

#### **Telephone**

+44 3002006549

#### **Country**

United Kingdom

#### **NUTS code**

UKL22 - Cardiff and Vale of Glamorgan

**Internet address(es)**

Main address

<https://www.senedd.wales.org/abthome/abt-procurement.htm>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0424](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0424)

**I.3) Communication**

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

<https://etenderwales.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk>

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

Body governed by public law

**I.5) Main activity**

Other activity

Legislative Body

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## **Section II: Object**

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

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

IT Service Management System

Reference number

1248

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

- 72260000 - Software-related services

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

Services

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

The client is looking to procure a service management software solution that delivers functions enabling the management of core IT processes (Incident Management, Request Fulfilment, Problem Management, Change Enablement, Knowledge Management and Asset and Configuration Management).

The contract will be for an initial 5 year period, with the option to extend for a further 2 years.

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

Value excluding VAT: £284,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 72260000 - Software-related services

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

NUTS codes

- UKL - Wales

Main site or place of performance

Cardiff Bay

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

The client is looking to procure a service management software solution that delivers functions enabling the management of core IT processes (Incident Management, Request Fulfilment, Problem Management, Change Enablement, Knowledge Management and Asset and Configuration Management).

The contract will be for an initial 5 year period, with the option to extend for a further 2 years.

#### **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: £284,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

There is the option to extend the contract for a further 2 year period after the initial 5 year duration is up. If the contract extension is taken up, the contract will be up for renewal in 2032.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

**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

**III.2) Conditions related to the contract**

**III.2.2) Contract performance conditions**

As detailed in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted 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: [2018/S 025-053888](#)

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

Date

27 November 2024

Local time

10:00am

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

9 December 2024

#### **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: 3 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The contract has an option to extend for a further 2 years after the initial 5 year period. If the extension period is taken up, the contract will need to be renewed in 2032 and therefore a further notice will be published in 2031.

### **VI.3) Additional information**

Suppliers will need to be registered on the Bravo Solution portal in order to obtain the Pre-Qualification Questionnaire (PQQ) and view the supporting Procurement documents. If you are not already registered you can register by going to [www.etenderwales.bravosolution.co.uk](http://www.etenderwales.bravosolution.co.uk). It is free to register on this portal. Once registered:-

- Click the 'Open Access PQQs' link
- Click on the relevant PQQ to access the content (pqq\_33606 - IT Service Management System)
- Click the 'Express Interest' button in the 'Actions' box on the left-hand side of the page. This will move the PQQ into your 'My PQQs' page
- Click on the PQQ code. You can now access any attachments by clicking the 'Settings and Buyer Attachments' in the 'Actions' box
- You can now choose to 'Reply' to the PQQ and submit your response

Please note that the Procurement documents will be uploaded into the 'Supplier Attachments' area under 'Settings' for all suppliers to view.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at [https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=145507](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=145507)

(WA Ref:145507)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom