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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

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

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

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

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

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)

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. 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

(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