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Award

IT Asset Management Solution

THE UNIVERSITY OF BIRMINGHAM

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-035700

Procurement identifier (OCID): ocds-h6vhtk-042190

Published 4 December 2023, 4:27pm

Section I: Contracting authority/entity

I.1) Name and addresses

THE UNIVERSITY OF BIRMINGHAM

Edgbaston

BIRMINGHAM

B152TT

Contact

Sarah Randle

Email

s.l.randle@bham.ac.uk

Country

United Kingdom

Region code

UKG31 - Birmingham

Companies House

RC000645

Internet address(es)

Main address

www.birmingham.ac.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Asset Management Solution

Reference number

FP12067/23

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

Procurement of IT asset management solutions

There are three elements to this:

• IT Asset Management (ITAM) solution which includes Hardware Asset Management (HAM)

• Software Asset Management (SAM)

• Discovery tool

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £0.01 / Highest offer: £542,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

• UKG31 - Birmingham

II.2.4) Description of the procurement

An exercise was completed to determine how to source the IT Asset Management Solution and the the direct model was preferred over a reseller option.

ServiceNow was determined to be the supplier to fully meet the requirements.

There is an existing contract with an expiry date of 31 July 2025 and the ITAM will be aligned with the existing contract with a co-termination date.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.14) Additional information

Traditionally, asset management solutions can only monitor usage and licenses for software that is installed on a device. ServiceNow will do this, but will also monitor SaaS applications accessed via a browser and the platform has extensive functionality for monitoring and managing SaaS usage. This will give insights into which SaaS applications are being used, and by whom which could flag any GDPR issues or any overlapping software. License management of SaaS applications should bring a reduction in costs and allow for better license management. Any over licensing will be flagged up either from built in integrations or using APIs.

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:

The decision to choose ServiceNow is because it is the sole comprehensive source for our requirements

ServiceNow allows us to monitor the usage of Software-as-a-service (SAAS) applications which is a capability not seen by other products.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

4 December 2023

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

ServiceNow UK Limited

Staines upon Thames

Country

United Kingdom

NUTS code

• UKI75 - Hounslow and Richmond upon Thames

Companies House

06299383

The contractor/concessionaire is an SME

No

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

Lowest offer: £0.01 / Highest offer: £542,000 taken into consideration

Section VI. Complementary information

VI.3) Additional information

Alternative Procurement contact is K.Samsonik@bham.ac.uk

VI.4) Procedures for review

VI.4.1) Review body

University of Birmingham

Edgbaston

Birmingham

B15 2TT

Email

K.Samsonik@bham.ac.uk

Country

United Kingdom