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Contract

IT Service Management - Freshservice

Trafford MBC

F03: Contract award notice

Notice identifier: 2023/S 000-036334

Procurement identifier (OCID): ocds-h6vhtk-042311

Published 11 December 2023, 10:36am

Section I: Contracting authority

I.1) Name and addresses

Trafford MBC

Trafford Town Hall

Stretford

M32 0TH

Contact

Andrew Bottomley

Email

Andrew.Bottomley@star-procurement.gov.uk

Country

United Kingdom

Region code

UKD - North West (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.star-procurement.gov.uk/star-procurement.aspx>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

IT and Digital

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Service Management - Freshservice

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

80x Freshservice - Enterprise annual licences

12x Freshservice - 500 Asset Pack V3

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: £172,800

II.2) Description

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

80x Freshservice - Enterprise annual licences

12x Freshservice - 500 Asset Pack V3

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

1 x 12 month optional extension

11/12/2025 - 10/12/2026

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:

Call Off via an External Framework - CCS G-Cloud 13

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

Contract No

UID14143

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 December 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Freshworks Inc.

2950 S. Delaware Street, Suite 201

San Mateo, CA

94403

Country

United States

NUTS code

- US - United States

Companies House

33-121-8825

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £172,800

Total value of the contract/lot: £172,800

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

STAR Procurement

Sale, Trafford

M33 7ZF

Country

United Kingdom

