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Award

IT Service Management Solution (RFS22-020)

The Council of the City of Wakefield

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-042978

Procurement identifier (OCID): ocds-h6vhtk-0565f0

Published 24 July 2025, 8:26pm

Section I: Contracting authority/entity

I.1) Name and addresses

The Council of the City of Wakefield

Wood Street

Wakefield

WF12HQ

Contact

Zoe Robinson

Email

zrobinson@wakefield.gov.uk

Country

United Kingdom

Region code

UKE45 - Wakefield

The Council of the City of Wakefield

Public Procurement Organisation Number: PDZN-8179-PJQV

Internet address(es)

Main address

<https://www.wakefield.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Service Management Solution (RFS22-020)

Reference number

83603

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council wishes to procure a software solution to support IT service management for incident, request, and problem management.

The solution will include a 'self-service' portal for users to enable resolution of some issues without the need for intervention by the Councils technology teams. Secondly, the Council will use the new system to support the implementation of new working processes including asset management, configuration management database, change control, and a knowledge base.

The Contract will be awarded for an initial period of 4 (four) years including implementation and go-live.

After the initial period, there will two, 36 month extension options. The full Contract period shall be for a maximum of 10 (ten) years.

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: £219,380

II.2) Description

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

II.2.4) Description of the procurement

The Technology and Digital Transformation, in Wakefield Council, provides Information Technology (IT) services to the Council's technology users. The Council wishes to procure a software solution to support IT service management. The Council is undergoing transformation to improve existing IT processes and adopt new service management processes to provide a modern and responsive service to all users.

A phased approach to implementation will firstly enable the Council to continue to use the new system for incident, request, and problem management. This will include a 'self-service' portal for users to enable resolution of some issues without the need for intervention by the Council's technology teams. Secondly, the Council will use the new system to support the implementation of new working processes including asset management, configuration management database, change control, and a knowledge base.

The core solution must:

1. Be Cloud hosted by the Supplier;
2. Be hosted within the UK (United Kingdom) and compliant with relevant UK law;
3. Use additional multi-factor authentication or support Single Sign On using the Council's Azure Active directory

The Contract will be awarded for an initial period of 4 (four) years including implementation and go-live.

After the initial period, there will be two, 36 month extension options. The full Contract period shall be for a maximum of 10 (ten) years.

The maximum budget for this Contract for the full 10 year period is £1,275,000 including all costs for implementation, go-live and annual fees.

II.2.5) Award criteria

Quality criterion - Name: Incident Management / Weighting: 8

Quality criterion - Name: Service Request Management / Weighting: 8

Quality criterion - Name: Customer Portal / Weighting: 8

Quality criterion - Name: Knowledge Base / Weighting: 4

Quality criterion - Name: Change Management / Weighting: 8

Quality criterion - Name: Asset Management / Weighting: 8

Quality criterion - Name: Configuration Management Database / Weighting: 4

Quality criterion - Name: Reporting / Weighting: 8

Quality criterion - Name: Integrations / Weighting: 4

Quality criterion - Name: Configuration / Weighting: 10

Quality criterion - Name: Records and Audit / Weighting: 4

Quality criterion - Name: Training / Weighting: 2

Quality criterion - Name: System Upgrades and Maintenance / Weighting: 2

Quality criterion - Name: Future Plans / Weighting: 2

Price - Weighting: 20

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

Under the Public Contracts Regulations 2015 (PCR 2015), failed to properly advertise a procurement under Regulation 79.

The publication of this voluntary transparency notice (VEAT) is under Regulation 99(3). The Council will also be observing a 10-days standstill period prior to award of the Contract.

By way of background to the procurement:

-Pre-market engagement was published via the Council's e-tendering platform (YORtender) and Contracts Finder on 22nd May 2023.

-Published the tender opportunity on Contracts Finder on 9th February 2023.

-15 bids were received.

-Above threshold tender timescales adhered to.

- The Council will publish the relevant award notices on FTS and Contracts Finder.

There is a potential risk to operational deliverability should we abandon the process and re-procure. The impact is significant to the Council as we have a failing solution, and there is a risk that the Authority may not meet its future PSN accreditation with the incumbent solution.

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

The procurement is covered by the Government Procurement Agreement: No

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

24 July 2025

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

Alemba Ltd

Brooke Suite Ground Floor Bewley House, Marshfield Road

Chippenham

SN15 1JW

Country

United Kingdom

NUTS code

- UKK15 - Wiltshire CC

Companies House

6322945

The contractor/concessionaire is an SME

Yes

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

Total value of the contract/lot/concession: £219,380

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Council of the City of Wakefield

Corporate Procurement Team Wakefield One Burton Street

Wakefield

WF1 2EB

Email

procurement@wakefield.gov.uk

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Council of the City of Wakefield

Corporate Procurement Team Wakefield One Burton Street

Wakefield

WF1 2EB

Email

procurement@wakefield.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Council will incorporate a minimum 10 calendar day standstill period at the point

when information on the award of the contract is communicated to tenderers. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2015 (SI 2015/102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

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

The Council of the City of Wakefield

Corporate Procurement Team Wakefield One Burton Street

Wakefield

WF1 2EB

Country

United Kingdom