

United Kingdom-London: Software package and information systems
OJ S 97/2016 21/05/2016
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: University of Westminster
Postal address: 101 New Cavendish Street
Town: London
NUTS code: UK United Kingdom
Postal code: W1W 6XH
Country: United Kingdom
Contact person: Mitch Dalglish
E-mail: itsmtender@westminster.ac.uk
Telephone: +44 2079115000
Fax: +44 2079115144
Internet address(es):
Main address: <https://www.westminster.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

Information Systems IT Service Management Tool.
Reference number: 430608-2015

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Services

II.1.4. Short description

The University of Westminster wishes to transition from our existing operational support service (the tool), with some support from external organisations, and purchase a managed, cloud-based solution (Software as a Service, (SaaS)).

This service must be robust, reliable, and secure, and have appropriate service level guarantees. The tool must support straightforward, flexible reporting in order to measure the success of the ITIL process implementation and the quality of the service provided by IS. The overall transition away from the existing tool (the first phase) must be completed by July 2016. This project is responsible for providing the underpinning technology to support the implementation and ongoing operation and management of ITIL processes in Information Services (IS). The initial focus will be for the tool to support incident, Problem, Change (including Service Introduction), Service Catalogue Management, Request Fulfilment and customer Self-Service capabilities. We intend i.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Lowest offer: 316 128,00 GBP / Highest offer: 624 600,00 GBP taken into consideration

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: London.

II.2.4. Description of the procurement

The University of Westminster wishes to transition from our existing operational support service (the tool), with some support from external organisations, and purchase a managed, cloud-based solution (Software as a Service, (SaaS)).

This service must be robust, reliable, and secure, and have appropriate service level guarantees. The tool must support straightforward, flexible reporting in order to measure the success of the ITIL process implementation and the quality of the service provided by IS. The overall transition away from the existing tool (the first phase) must be completed by July 2016. This project is responsible for providing the underpinning technology to support the implementation and ongoing operation and management of ITIL processes in Information Services (IS). The initial focus will be for the tool to support Incident, Problem, Change (including Service Introduction), Service Catalogue Management, Request Fulfilment and customer Self-Service capabilities. We intend i.

II.2.5. Award criteria

Quality criterion - Name: Quality of service level agreement / Weighting: 10

Quality criterion - Name: Security / Weighting: 15

Quality criterion - Name: Experience of providing software as a service / Weighting: 10

Quality criterion - Name: Technical competence / Weighting: 10

Quality criterion - Name: Proposal for project management and implementation / Weighting: 10

Quality criterion - Name: ITIL process alignment / Weighting: 30

Price - Weighting: 15

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

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

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

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2015/S 237-430608](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 2015/S 237-430608

Title:

Information Systems IT Service Management Tool

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

22/03/2016

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

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

V.2.3. Name and address of the contractor

Official name: Marval Software Ltd

Postal address: Stone Lodge, Rothwell Grange, Rothwell Road, Northamptonshire

Town: Kettering

NUTS code: UK United Kingdom

Postal code: NN16 8XF

Country: United Kingdom

E-mail: info@marval-group.com

Telephone: +44 1536712999

Fax: +44 1536712999

Internet address: www.marval-group.com

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Lowest offer: 316 128,00 GBP / Highest offer: 624 600,00 GBP taken into consideration

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: University of Westminster

Postal address: 101, New Cavendish Street

Town: London

Postal code: W1W 6XH

Country: United Kingdom

E-mail: itsmtender@westminster.ac.uk

Telephone: +20 79115000

Fax: +20 79115144

Internet address: <http://www.westminster.ac.uk>

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

Official name: University of Westminster

Postal address: 101, New Cavendish Street

Town: London

Postal code: W1W 6XH

Country: United Kingdom

E-mail: itsmtender@westminster.ac.uk

Telephone: +20 79115000

Fax: +20 79115144

Internet address: <http://www.westminster.ac.uk>

VI.5. Date of dispatch of this notice

18/05/2016