

**United Kingdom-London: Software package and information systems**

OJ S 237/2015 08/12/2015

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: University of Westminster

Postal address: 101 New Cavendish Street

Town: London

Postal code: W1W 6XH

Country: United Kingdom

For the attention of: Mitch Dagleish

E-mail: [itsmtender@westminster.ac.uk](mailto:itsmtender@westminster.ac.uk)

Telephone: +44 2079115000

Fax: +44 2079115144

**Internet address(es):**General address of the contracting authority: [www.westminster.ac.uk](http://www.westminster.ac.uk)**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Education

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

---

**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Information Systems IT Service Management Tool.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 7: Computer and related services

Main site or place of performance: London.

NUTS code UKI London

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

#### **II.1.4. Information about framework agreement**

#### **II.1.5. Short description of the contract or purchase(s)**

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 in the future to implement further capabilities, such as Knowledgebase, CMDB, Service Level, Task, Resource and Demand Management. Other processes will follow in subsequent phases of this project, therefore the solution must include capabilities for CMDB, Release Management etc.

The University also has a long term aim of providing a shared Service Desk so that IS can work more closely with colleagues in other departments (such as Finance, HR and Estates) in responding to customer needs. We therefore require a tool that can provide basic ticketing and workflow capabilities for queues that sit outside of the ITIL rule-set. It is also desired that integration facilities are in place such that the tool selected can operate as an initial triage layer in conjunction with other ticketing systems underlying specialist tools (such as those commonly found as part of Facilities Management Software).

Note: the purpose of this tender is primarily tool focused, to replace the current tool (OTRS) and provide the capabilities to support ITIL process implementation, not to implement processes, that is the responsibility of the internal project.

#### **II.1.6. CPV code(s)**

48000000 Software package and information systems

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. Lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

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 in the future to implement further capabilities, such as Knowledge-base, CMDB, Service Level, Task, Resource and Demand Management. Other processes will follow in subsequent phases of this project, therefore the solution must include capabilities for CMDB, Release Management etc.

The University also has a long term aim of providing a shared Service Desk so that IS can work more closely with colleagues in other departments (such as Finance, HR and Estates) in responding to customer needs. We therefore require a tool that can provide basic ticketing and work-flow capabilities for queues that sit outside of the ITIL rule-set. It is also desired that integration facilities are in place such that the tool selected can operate as an initial triage layer in conjunction with other ticketing systems underlying specialist tools (such as those commonly found as part of Facilities Management Software).

Note: the purpose of this tender is primarily tool focused, to replace the current tool (OTRS) and provide the capabilities to support ITIL process implementation, not to implement processes, that is the responsibility of the internal project.

#### **II.2.2. Information about options**

Options: no

#### **II.2.3. Information about renewals**

This contract is subject to renewal: no

#### **II.3. Duration of the contract or time limit for completion**

Duration in months: 36 (from the award of the contract)

### **Section III: Legal, economic, financial and technical information**

---

#### **III.1. Conditions related to the contract**

##### **III.1.1. Deposits and guarantees required**

The University reserves the right to require deposits, parent company guarantees or other forms of security.

##### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

##### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

##### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: A demonstration of software capability to support required processes i.e. initial configuration and testing of the products), subsequent implementation of system(s) and software maintenance.

#### **III.2. Conditions for participation**

##### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Companies wishing to bid for this requirement will be required to satisfactorily complete the University's pre-qualification questionnaire available on request to [itsmtender@westminster.ac.uk](mailto:itsmtender@westminster.ac.uk)

### **III.2.2. Economic and financial ability**

List and brief description of conditions: Companies wishing to bid for this requirement will be required to satisfactorily complete the University's pre-qualification questionnaire available on request to [itsmtender@westminster.ac.uk](mailto:itsmtender@westminster.ac.uk)

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

Companies wishing to bid for this requirement will be required to satisfactorily complete the University's pre-qualification questionnaire available on request to [itsmtender@westminster.ac.uk](mailto:itsmtender@westminster.ac.uk)

### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

#### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

## **Section IV: Procedure**

---

### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Restricted

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 6

Objective criteria for choosing the limited number of candidates: The evaluation criteria as set out in the PQQ: Preliminary/Compliance, Economic and Financial Standing = Pass/Fail; Legal Competence =15 %; Technical Capacity=75 %; Health and Safety=10 %.

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

### **IV.3. Administrative information**

#### **IV.3.1. File reference number attributed by the contracting authority**

16/02

**IV.3.2. Previous publication concerning this procedure**

no

**IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

**IV.3.4. Time limit for receipt of tenders or requests to participate**

15.2.2016 - 12:00

**IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8. Conditions for opening of tenders**

**Section VI: Complementary information**

---

**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**VI.3. Additional information**

To clarify: deadline for receipt of PQQ 8.1.2016, deadline for receipt of tender submission from shortlisted suppliers 15.2.2016.

**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](mailto:itsmtender@westminster.ac.uk)  
Telephone: +44 79115000  
Fax: +44 79115144  
Internet address: <http://www.westminster.ac.uk>

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

**VI.5. Date of dispatch of this notice**

3.12.2015