

Dear solution provider

**RE: Preliminary market consultation: IT Service Management Tool ref ITS050**

**Introduction**

Leeds Trinity University is a small University, with about 300 FTE staff, and about 3,500 students

We are seeking preliminary market information from solution providers regarding IT Service Management Systems and Tools to assist us with preparation of a business case, and procurement strategy should the business case be approved by internal stakeholders.

Our understanding is that there is a wide variety of solutions available, and that consequently the price per solution will be broad in range. We have no preconceptions about which solution or price point will ultimately be suitable.

**Solution requirements and/or specification**

We are genuinely open to variant proposals, however for background information, we believe our specification might encompass the following:

* A system that is fit for purpose ‘off the shelf’, requiring minimal customisation and development
* Support for ITIL-based service management processes including Incident Management and Request fulfilment
* Comprehensive management reporting – including but not limited to the ability to report by incident/request category (e.g. security incidents), configuration item, customer, customer area, assignment group and contact method
* IT configuration and asset management – ability to manage the University’s IT assets recording location, owner, purchase date, warranty expiry, predicted end of service life, correlation with incidents and other events
* Ability to support multiple ‘first line’ queues and assignment groups
* Change management – ability to manage technical changes from proposal to approval and implementation
* Knowledge Management – ability to manage a knowledge base that is available to end users as well as technical staff
* Self Service – ability for users to easily log and manage their service requests and incidents, search the knowledge base and see general service status and relevant IT communications
* Support for multiple contact methods including phone, email and Teams integration - allowing incidents to be easily logged by end users and subsequent communications shared via these channels
* Active directory integration and auto creation/population of tickets via incoming email and phone calls
* Accessible and intuitive interfaces and workflows for staff and customers
* Templates and other features to allow staff to quickly log tickets and capture key information

**Responding**

Please confirm your interest by e-mail to Mark Hayter, Head of Procurement ([m.hayter@leedstrinity.ac.uk](mailto:m.hayter@leedstrinity.ac.uk)) before noon 7th December 2020

Although not mandatory to do so, we would appreciate your expression of interest using or paying regard to the pro-forma at **Appendix 1**

**Next steps**

We will collate expressions of interest and review content. Dependant on the number and scope offered by respondents, we envisage inviting providers of a cross section of solutions to participate in a more detailed consultation, perhaps to include demonstrations.

We envisage invitees will be confirmed by e-mail before 10th December 2020

**The Public Contracts Regulations 2015**

In respect of the above Leeds Trinity University seeks advice from independent experts/authorities/market participants with a view to developing the scope and specifications needed to plan and conduct its procurement procedures. For the avoidance of doubt, no call for competition has been made, and no contract award opportunity identified. All relevant information exchanged or resulting from this preliminary market consultation will be documented and may be communicated to other candidates and tenderers participating in the procurement procedure.

I hope to hear from you soon

With kind regards

Mark Hayter

Head of Procurement

**Appendix 1 – Expression of interest pro-forma**

Dear Leeds Trinity University,

**RE: Preliminary market consultation: IT Service Management Tool ref ITS050**

**We would like to express our interest in your consultation process.**

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| --- | --- |
| Organisation name |  |
|  |  |
| Address |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Company Number |  |
|  |  |
| Contact name |  |
| Contact e-mail |  |

**We have enclosed / attached the following**

|  |  |  |
| --- | --- | --- |
|  | yes | no |
| Company information |  |  |
| Solution overview / options |  |  |
| Schedule of rates |  |  |
| Product brochure(s) |  |  |
| Case study |  |  |
| Customer testimonial / reference |  |  |
| other (please list below) |  |  |
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