1. Buyer

1.1 Buyer

Official name:	GÉANT
Legal type of the buyer:	Body governed by public law
Activity of the contracting authority:	Education

2. Procedure

2.1 Procedure

Title:	ITSM & ITIL Specialist
Description:	GÉANT desires to contract an organisation for the ongoing provision of an ITSM & ITIL Specialist In this section relevant background information on the project is provided. GÉANT has reviewed, with our current ITSM & ITIL specialist, our current setup in relation to service desk tools and processes and are now implementing a procurement process for the purchase of a new ITSM platform. There is a continued requirement for a ITSM & ITIL specialist to complete the procurement process and support the implementation of the new platform across the organisation. Working with the Digital Services Team the specialist will support their adoption of ITSM practices and measure their success in relation to the services provided by the team. Fundamental ITIL processes are now being introduced in support of the selection of a new ticketing system that will improve SLA compliance, improve customer satisfaction and provide insight into common issues experienced by the user base. In order to continue the progress made in this ongoing transformation programme GÉANT needs an experienced contractor with experience in the delivery of service management transformation including ITSM tool design and implementation. As demonstrated by the current incumbent experience in process design and embedding in working practices, including quality assurance measures, is essential.
Procedure identifier:	57dc711a-40f4-4b2a-938b-51943a6326a2
Internal identifier:	9225803b-c147-4c9e-8c06-5b02c4e4a600
Type of procedure:	Open

2.1.1 Purpose

Main nature of the contract :	Services
Main classification (cpv):	72000000 IT services: consulting, software development, Internet and support

2.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	See documentation

2.1.3 Value

Estimated value excluding VAT:	1 Euro

2.1.4 General information

Call for competition is terminated

Legal basis:

Directive 2014/24/EU

Rijksoverheid

5. Lot

5.1 Lot technical ID: LOT-0000

Title:	ITSM & ITIL Specialist
Description:	GÉANT desires to contract an organisation for the ongoing provision of an ITSM & ITIL Specialist In this section relevant background information on the project is provided. GÉANT has reviewed, with our current ITSM & ITIL specialist, our current setup in relation to service desk tools and processes and are now implementing a procurement process for the purchase of a new ITSM platform. There is a continued requirement for a ITSM & ITIL specialist to complete the procurement process and support the implementation of the new platform across the organisation. Working with the Digital Services Team the specialist will support their adoption of ITSM practices and measure their success in relation to the services provided by the team. Fundamental ITIL processes are now being introduced in support of the selection of a new ticketing system that will improve SLA compliance, improve customer satisfaction and provide insight into common issues experienced by the user base. In order to continue the progress made in this ongoing transformation programme GÉANT needs an experienced contractor with experience in the delivery of service management transformation including ITSM tool design and implementation. As demonstrated by the current incumbent experience in process design and embedding in working practices, including quality assurance measures, is essential.
Internal identifier:	8c4b7f26-1e23-4d86-83bc-338fd2c81cf1

5.1.1 Purpose

Main nature of the contract :	Services
Main classification (cpv):	72000000 IT services: consulting, software development, Internet and support

5.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	See documentation

5.1.5 Value

Estimated value excluding VAT:	1 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA):	yes

5.1.10 Award criteria

Criterion:

Type:	Price
Name:	price
Description:	price
Category of	

Rijksoverheid

award threshold criterion:	Weight (points, exact)
Award criterion number:	40
Criterion:	
Type:	Quality
Name:	quality
Description:	quality
Category of award threshold criterion:	Weight (points, exact)
Award criterion number:	60

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

Dynamic purchasing system, also usable by buyers not listed in this notice

5.1.16 Further information, mediation and review

Review organisation:	Rechtbank Amsterdam
Information about review deadlines:	n/a
Organisation whose budget is used to pay for the contract:	GÉANT
Organisation executing the payment:	GÉANT

6. Results

Value of all contracts awarded in this notice:	1 Euro

6.1 Result lot Identifier: LOT-0000

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name:	Rockwell Business Solutions ltd

Tender:

Tender identifier:	DPS-PS-025

Identifier of

Rijksoverheid

lot or group of lots:	LOT-0000
Value of the tender:	1 Euro
Subcontracting :	No

Contract information:

Identifier of the contract:	DPS-PS-025
Date of the conclusion of the contract:	01/05/2022

6.1.4 Statistical information

Summary of the review requests the buyer received:

Number of complainants:	0

Received tenders or requests to participate:

Type of received submissions:	Requests to participate
Number of tenders or requests to participate received:	2

8. Organisations

8.1 ORG-0001

Official name:	GÉANT
Registration number:	40535155
Postal address :	Hoekenrode 3
Town:	Amsterdam
Postcode:	1102BR
Country subdivision (NUTS):	Groot-Amsterdam (NL32B)
Country:	Netherlands
Contact point:	Yvonne van den Heuvel-Loerakker
Email:	yvonne.vandenheuvel@geant.org
Telephone:	+31 623007020
Internet address:	https://www.geant.org/
Buyer profile:	https://s2c.mercell.com/buyer/2384

Roles of this organisation:

Buyer

Organisation whose budget is used to pay for the contract

Organisation executing the payment

8.1 ORG-0002

Rijksoverheid

Official name:	Rechtbank Amsterdam
Registration number:	Rechtbank Amsterdam
Town:	Amsterdam
Postcode:	1076AV
Country subdivision (NUTS):	Groot-Amsterdam (NL32B)
Country:	Netherlands

Roles of this organisation:

Review organisation

8.1 ORG-0003

Official name:	Rockwell Business Solutions ltd
Size of the economic operator:	Small
Registration number:	Rockwell Business Solutions ltd
Town:	Gloucester
Postcode:	GL1 1JS
Country:	United Kingdom

Roles of this organisation:

Tenderer

Winner of these lots:	LOT-0000

Notice information

Notice identifier /version:	3f3db1e5-df42-4aa6-a7e5-965aad5cc02c - 01
Form type:	Result
Notice type:	Contract or concession award notice – standard regime
Notice dispatch date:	11/11/2025 11:13 +00:00
Notice dispatch date (eSender):	11/11/2025 11:13 +00:00
Languages in which this notice is officially available:	English

Rijksoverheid