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Tender

Out of Hours Library and IT Support Service

University of Hertfordshire

F02: Contract notice

Notice identifier: 2025/S 000-001012

Procurement identifier (OCID): ocds-h6vhtk-04cf80

Published 13 January 2025, 12:24pm

Section I: Contracting authority

I.1) Name and addresses

University of Hertfordshire

College Lane

Hatfield

AL10 9AB

Contact

Procurement Dept.

Email

categorymanager-ict@herts.ac.uk

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.herts.ac.uk

Buyer's address

<https://in-tendhost.co.uk/universityofhertfordshire>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/universityofhertfordshire>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/universityofhertfordshire>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Out of Hours Library and IT Support Service

Reference number

24042

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

The University of Hertfordshire and its subsidiary companies ("The University") is conducting a tender process for the provision of an Out of hours I.T and Library Support Service to approximately 30,000+ students and 3360 staff Full requirements specification is set out within the tender documents

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

University is based in Hertfordshire but the service will be a remote provision

II.2.4) Description of the procurement

the provision of an Out of hours I.T and Library Support Service to approximately 30,000+

students and 3360 staff as per the requirements set out in tender pack Appendix A – Background and Requirements Specification

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £200,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

3yr initial term then 1yr + 1yr extension

II.2.10) Information about variants

Variants will be accepted: No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

information provided in tender documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.2) Time limit for receipt of tenders or requests to participate

Date

12 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

12 February 2025

Local time

12:02pm

Place

electronically via InTend

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom