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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](mailto:categorymanager-ict@herts.ac.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

[www.herts.ac.uk](http://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

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**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

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## **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

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## **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

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## **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