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Tender

T22/26_ Design and Implementation of a University-Wide Enterprise Service Management (ESM) solution

Anglia Ruskin University Higher Education Corporation

F02: Contract notice

Notice identifier: 2023/S 000-004260

Procurement identifier (OCID): ocds-h6vhtk-03a4e9

Published 10 February 2023, 4:40pm

Section I: Contracting authority

I.1) Name and addresses

Anglia Ruskin University Higher Education Corporation

Bishop Hall Lane

Chelmsford

CM1 1SQ

Email

procurement@aru.ac.uk

Country

United Kingdom

NUTS code

UKH - East of England

Internet address(es)

Main address

www.aru.ac.uk

Buyer's address

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

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

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

T22/26_ Design and Implementation of a University-Wide Enterprise Service Management (ESM) solution

Reference number

T22/26

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

ARU is seeking to appoint a supplier for the Design and Implementation of a University-Wide Enterprise Service Management (ESM) solution.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48517000 - IT software package

II.2.3) Place of performance

NUTS codes

- UKH - East of England

II.2.4) Description of the procurement

ARU is seeking to appoint a supplier for the Design and Implementation of a University-Wide Enterprise Service Management (ESM) solution. ARU currently uses a number of

systems to manage its query and service management needs. MS Outlook is also used extensively across ARU by faculties and professional services to manage and track service requests. Typical, users of these systems include both ARU staff and current students. External users have limited or no access to these systems except email.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The support and maintenance contract will be for 36 months from the first go live iteration with the option to extend support and maintenance for a further 1 x 24 months and a further 1 x 12 month periods.

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.1.2) 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

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

14 March 2023

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

17 April 2023

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Anglia Ruskin University Higher Education Corporation

Bishop Hall Lane

CM1 1SQ

Country

United Kingdom