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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