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Tender

Implementation of Enterprise Service Management Solution

New City College

F02: Contract notice

Notice identifier: 2023/S 000-005232

Procurement identifier (OCID): ocds-h6vhtk-03a751

Published 21 February 2023, 6:06pm

The closing date and time has been changed to:

31 March 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

New City College

Poplar High Street

Tower Hamlets

E14 0AF

Email

billy.ewart@ncclondon.ac.uk

Telephone

+44 2075107719

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<http://www.ncclondon.ac.uk>

Buyer's address

<http://www.ncclondon.ac.uk>

I.3) Communication

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

<https://suppliers.multiquote.com>

Additional information can be obtained from another address:

New City College

Poplar High Street

Tower Hamlets

E14 0AF

Email

billy.ewart@ncclondon.ac.uk

Telephone

+44 2075107719

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<http://www.ncclondon.ac.uk>

Buyer's address

<http://www.ncclondon.ac.uk>

Tenders or requests to participate must be submitted electronically via

<https://suppliers.multiquote.com>

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

Implementation of Enterprise Service Management Solution

Reference number

CA11903 - 2022_53

II.1.2) Main CPV code

- 72263000 - Software implementation services

II.1.3) Type of contract

Services

II.1.4) Short description

The ESM solution is a software to be utilised centrally, across all service departments to enhance the customer experience and communication with our stakeholders.

This objective will be achieved by sourcing an ESM solution on a single integrated business environment

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London

II.2.4) Description of the procurement

The ESM solution is a software to be utilised centrally, across all service departments to enhance the customer experience and communication with our stakeholders.

This objective will be achieved by sourcing an ESM solution on a single integrated business environment

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

40

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: 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.1.2) 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: Yes

IV.2) Administrative information

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

Originally published as:

Date

24 March 2023

Local time

12:00pm

Changed to:

Date

31 March 2023

Local time

12:00pm

See the [change notice](#).

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

English

IV.2.7) Conditions for opening of tenders

Date

24 March 2023

Local time

12:00pm

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

NCC

112 Poplar

London

E14 0AF

Country

United Kingdom