This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/005232-2023">https://www.find-tender.service.gov.uk/Notice/005232-2023</a>

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
Section vi. Combiementary information
VI.1) Information about recurrence
VI.1) Information about recurrence
VI.1) Information about recurrence  This is a recurrent procurement: No
VI.1) Information about recurrence  This is a recurrent procurement: No  VI.4) Procedures for review
VI.1) Information about recurrence  This is a recurrent procurement: No  VI.4) Procedures for review  VI.4.1) Review body
VI.1) Information about recurrence  This is a recurrent procurement: No  VI.4) Procedures for review  VI.4.1) Review body  NCC
VI.1) Information about recurrence  This is a recurrent procurement: No  VI.4) Procedures for review  VI.4.1) Review body  NCC  112 Poplar
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