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Contract

CO0423 Enterprise Service Management Solution

Essex County Council

F03: Contract award notice

Notice identifier: 2025/S 000-005587

Procurement identifier (OCID): ocds-h6vhtk-048a2d

Published 18 February 2025, 2:00pm

Section I: Contracting authority

I.1) Name and addresses

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

Contact

Ms Victoria Robertson

Email

victoria.robertson@essex.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.essex.gov.uk/>

Buyer's address

<https://www.essex.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

C00423 Enterprise Service Management Solution

Reference number

DN730597

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority is seeking to procure a commercial off the shelf Enterprise Service Management Solution

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Authority is seeking to procure a commercial off the shelf Enterprise Service Management Solution. The Technical Requirement Document and Specification have been

based on a review of the existing solution as well as, high-level and detailed requirements

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captured in workshops and meetings with internal business representatives and IT subject matter experts.

The purpose of this requirement is to ensure that the Authority is supported by the best technology in its day to day operations. The Solution must be intuitive and easy for both service providers and self-service users whilst enabling efficiencies and improvements through automation and integration.

The Authority requires a customer-focused and commercially aware service management approach which will enhance the overall experience for all employees, enabling them to realise business outcomes with fewer IT-related or service limitations.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

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 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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-025540](#)

Section V. Award of contract

Contract No

C00423

Title

Enterprise Service Management Solution

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court, Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom