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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

CO0423 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**

CO0423

#### **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