

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005927-2025>

Tender

## CO0591 Enterprise Service Management Solution

Essex County Council

F02: Contract notice

Notice identifier: 2025/S 000-005927

Procurement identifier (OCID): ocds-h6vhtk-04e43d

Published 19 February 2025, 3:47pm

### 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](mailto:victoria.robertson@essex.gov.uk)

#### Country

United Kingdom

#### Region code

UKH3 - Essex

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

**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**

CO0591 Enterprise Service Management Solution

Reference number

DN760385

#### **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.1.5) Estimated total value**

Value excluding VAT: £1,725,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKH3 - Essex

### **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 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.

The ESM Solution will have a rolling contract term with a minimum 5-year period, with the option to terminate the contract following a 2-year notice period. The earliest the 2-year notice period can be implemented is from year 3 and at any point after this time period. The 2-year notice period allows for procurement and implementation of a new Solution.

Estimated value is for definitive term of 5 years.

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical Quality / Weighting: 55

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 40

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

12 August 2025

End date

11 August 2030

This contract is subject to renewal

Yes

Description of renewals

This is a rolling contract term with contract break points as detailed within the tender documentation. Please note that the minimum contract term is 5 years.

**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 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

Date

21 March 2025

Local time

12:00pm

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

English

#### IV.2.7) Conditions for opening of tenders

Date

21 March 2025

Local time

12:05pm

---

## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: No

### **VI.3) Additional information**

The Council considers that this contract may be suitable for economic operators that are Small or Medium Enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

The estimated total value set out under II.1.5 of this contract notice is the total estimated contract value for the minimum 5 year term.

For this tender the Authority will be using the ProContract (aka Due North) eSourcing portal

<https://procontract.due-north.com> throughout the procurement process, and all communications with Essex County Council relating to this procurement exercise must be via the portal's messaging system.

Supplier registration on the portal is free of charge and can be done via:

<https://procontract.due-north.com/>

The reference and title of this procurement in ProContract is DN760385 CO0591 Enterprise Service Management.

It is recommended that any bidder not already registered on the ProContract eSourcing portal, register at the earliest opportunity. The Council reserves the right to amend timescales for any reason and change the evaluation criteria where necessary for example if

there are genuine omissions or mistakes. We also reserve the right to cancel the procurement exercise and/or not to award all or part of a contract. The Council will not be responsible for any costs incurred by bidders in relation to this procurement exercise.

Essex County Council is subject to the Freedom of Information Act 2000 (FOIA) and the

Environmental Information Regulations 2004 (EIR). If a bidder considers that any of this information supplied as part of this procurement exercise should not be disclosed because

of its commercial sensitivity, confidentiality or otherwise, it must, when providing this information, identify clearly the specific information it does not wish to be disclosed and specify clearly the reasons for its sensitivity. Essex County Council shall take such statements into consideration in the event that it receives a request pursuant to FOIA and EIR which relates to the information provided by a supplier. However, if the information is

requested, Essex County Council may be obliged under FOIA and/or EIR to disclose such information, irrespective of the supplier's wishes. Please note that it is not sufficient to include a statement of confidentiality encompassing all the information provided in the response.

#### **VI.4) Procedures for review**

##### **VI.4.1) Review body**

High Court, Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom