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Contract

Contract for Enterprise Service Management System

Liverpool John Moores University

F03: Contract award notice

Notice identifier: 2025/S 000-013595

Procurement identifier (OCID): ocds-h6vhtk-049bd7

Published 8 April 2025, 11:27am

Section I: Contracting authority

I.1) Name and addresses

Liverpool John Moores University

Exchange Station

Liverpool

L22QP

Email

PurchaseOrderQueries@ljmu.ac.uk

Country

United Kingdom

Region code

UKD72 - Liverpool

UK Register of Learning Providers (UKPRN number)

10003957

Internet address(es)

Main address

www.ljmu.ac.uk

I.4) Type of the contracting authority

Other type

Higher Education

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract for Enterprise Service Management System

Reference number

LJMU 2411-1

II.1.2) Main CPV code

- 48451000 - Enterprise resource planning software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

We have now awarded this requirement:

The University is seeking to procure a cloud-based Enterprise Service Management (ESM) solution to facilitate the management of all aspects of service to staff, students and external partners, beginning with existing users (400) of our current system in the first instance, but extending to other parts of the university in the near future in a phased approach. All staff and students will need access to the customer facing portal. We will also need to offer guest access to external enquirers including alumni, prospective students and contacts in other organisations, such as the local council and other government or higher education authorities.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £767,990

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

This has now been awarded

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

We are able to extend for a period of 12 months as per the tender pack and contract notice

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029833](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 March 2025

V.2.2) Information about tenders

Number of tenders received: 15

Number of tenders received from SMEs: 9

Number of tenders received by electronic means: 15

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Halo Service Solutions Ltd

Falkirk

Country

United Kingdom

NUTS code

- UKM - Scotland

Companies House

SC216980

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £767,990

Total value of the contract/lot: £767,990

Section VI. Complementary information

VI.3) Additional information

This is an award notice

VI.4) Procedures for review

VI.4.1) Review body

LJMU Legal Services

Liverpool

Country

United Kingdom