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Tender

## **CO0423 Enterprise Service Management Solution**

Essex County Council

F02: Contract notice

Notice identifier: 2024/S 000-025540

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

Published 13 August 2024, 9:59am

The closing date and time has been changed to:

**12 September 2024, 12:00pm**

See the [change notice](#).

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

#### **Contact**

Ms Molly Brown

#### **Email**

[Molly.Brown2@essex.gov.uk](mailto:Molly.Brown2@essex.gov.uk)

**Telephone**

+44 333

**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.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**

Body governed by public law

**I.5) Main activity**

General public services

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

End date

9 March 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

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

4 September 2024

Local time

12:00pm

Changed to:

Date

12 September 2024

Local time

12:00pm

See the [change notice](#).

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

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

High Court, Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom