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Contract

Implementation of Enterprise Service Management Solution

New City College

F03: Contract award notice

Notice identifier: 2023/S 000-026927

Procurement identifier (OCID): ocids-h6vhtk-03a751

Published 12 September 2023, 11:57am

Section I: Contracting authority

I.1) Name and addresses

New City College

Poplar High Street

Tower Hamlets

E14 0AF

Email

billy.ewart@ncclondon.ac.uk

Telephone

+44 2075107719

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<http://www.ncclondon.ac.uk>

Buyer's address

<http://www.ncclondon.ac.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Implementation of Enterprise Service Management Solution

Reference number

CA11903 - 2022_53

II.1.2) Main CPV code

- 72263000 - Software implementation services

II.1.3) Type of contract

Services

II.1.4) Short description

The ESM solution is a software to be utilised centrally, across all service departments to enhance the customer experience and communication with our stakeholders.

This objective will be achieved by sourcing an ESM solution on a single integrated business environment

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London

II.2.4) Description of the procurement

The ESM solution is a software to be utilised centrally, across all service departments to enhance the customer experience and communication with our stakeholders.

This objective will be achieved by sourcing an ESM solution on a single integrated business environment

II.2.5) Award criteria

Cost criterion - Name: Notice is cancelled / Weighting: 100.00%

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-005232](#)

Section V. Award of contract

Contract No

CA11903

Title

Implementation of 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

NCC

112 Poplar

London

E14 0AF

Country

United Kingdom