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Tender

DIGITAL SERVICE CENTRE - CONTRACTORS FOR 1ST & 2ND LINE SUPPORT

Coventry University

F02: Contract notice

Notice identifier: 2022/S 000-028961

Procurement identifier (OCID): ocds-h6vhtk-0375bb

Published 14 October 2022, 10:45am

Section I: Contracting authority

I.1) Name and addresses

Coventry University

Priory Street

COVENTRY

CV15FB

Contact

Sheron Crystal

Email

AE0082@coventry.ac.uk

Country

United Kingdom

Region code

UKG33 - Coventry

Companies House

07781274

Internet address(es)

Main address

www.coventry.ac.uk

Buyer's address

<https://in-tendhost.co.uk/coventryuniversity.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/coventryuniversity.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/coventryuniversity.aspx/Home>

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

DIGITAL SERVICE CENTRE - CONTRACTORS FOR 1ST & 2ND LINE SUPPORT

Reference number

PD-784-22-SC

II.1.2) Main CPV code

- 72611000 - Technical computer support services

II.1.3) Type of contract

Services

II.1.4) Short description

We are looking for two roles - Technician, 1st Line Support and Senior Technicians, 2nd Line Support.

II.1.5) Estimated total value

Value excluding VAT: £1

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG33 - Coventry

II.2.4) Description of the procurement

We are looking for two roles - Technician, 1st Line Support and Senior Technicians, 2nd Line Support.

II.2.5) Award criteria

Quality criterion - Name: Quality Response, including presentation / Weighting: 70

Quality criterion - Name: Sustainability / Weighting: 5

Cost criterion - Name: Price / Weighting: 25

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

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: 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: No

IV.2) Administrative information

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

Date

11 November 2022

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 5 January 2025

IV.2.7) Conditions for opening of tenders

Date

11 November 2022

Local time

12:01pm

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

Coventry University

Portal House

Coventry

CV1 2NT

Email

AE0082@coventry.ac.uk

Country

United Kingdom