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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](mailto:AE0082@coventry.ac.uk)

#### **Country**

United Kingdom

#### **Region code**

UKG33 - Coventry

**Companies House**

07781274

**Internet address(es)**

Main address

[www.coventry.ac.uk](http://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

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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**

Coventry University

Portal House

Coventry

CV1 2NT

Email

[AE0082@coventry.ac.uk](mailto:AE0082@coventry.ac.uk)

Country

United Kingdom