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Tender

## Contract for Enterprise Service Management System

Liverpool John Moores University

F02: Contract notice

Notice identifier: 2024/S 000-029833

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

Published 18 September 2024, 1:17pm

### Section I: Contracting authority

#### I.1) Name and addresses

Liverpool John Moores University

Liverpool

#### Contact

Procurement Services

#### Email

[PurchaseOrderQueries@lmu.ac.uk](mailto:PurchaseOrderQueries@lmu.ac.uk)

#### Country

United Kingdom

#### Region code

UKD72 - Liverpool

**Charity Commission (England and Wales)**

LJMU

**Internet address(es)**

Main address

[www.ljmu.ac.uk](http://www.ljmu.ac.uk)

**I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

**I.4) Type of the contracting authority**

Other type

Higher Education

**I.5) Main activity**

Education

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## 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

The University is looking to replace its ageing IT Service Management solution (Ivanti Service Desk - previously known as LANDesk Service Desk) with a modern comprehensive Enterprise Service Management solution, capable of supporting the delivery of service, to students, academics and each other, by all of our professional services teams. We want to ensure that all members of the University receive a consistent support experience across all areas of delivery, simplifying access to services and removing the need to know the workings of the organization, in order to get help promptly at the point of need. We want to focus on a positive user experience and exploit functionality to aid back-office efficiency e.g. workflow and automation.

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.1.5) Estimated total value

Value excluding VAT: £400,000

## **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72253100 - Helpdesk services

### **II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

Main site or place of performance

Liverpool

### **II.2.4) Description of the procurement**

All details in the tender pack which can be accessed via In-tend <https://intendhost.co.uk/lmu/aspx/Home>

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £400,000

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

Duration in months

60

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

## **II.2.14) Additional information**

Interested parties must register, access and ask any questions regarding the tender via In-tend <https://in-tendhost.co.uk/ljmu/aspx/Home>.

Please do not contact the Buyer directly as we cannot guarantee a response

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# **Section III. Legal, economic, financial and technical information**

## **III.1) Conditions for participation**

### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

as per ITT pack

### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **III.2) Conditions related to the contract**

### **III.2.2) Contract performance conditions**

as per tender pack

### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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# **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

18 October 2024

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**

Duration in months: 3 (from the date stated for receipt of tender)

### **IV.2.7) Conditions for opening of tenders**

Date

18 October 2024

Local time

1:00pm

Place

LJMU

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

LJMU Legal Services

Liverpool

Country

United Kingdom