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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@ljmu.ac.uk

Country

United Kingdom

Region code

UKD72 - Liverpool

Charity Commission (England and Wales)

LJMU

Internet address(es)

Main address

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

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://in-tendhost.co.uk/ljmu.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

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

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

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