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Tender

## **Provision of E-procurement System Service Desk Support**

Department for Transport

F02: Contract notice

Notice identifier: 2021/S 000-031979

Procurement identifier (OCID): ocds-h6vhtk-030462

Published 21 December 2021, 10:45pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department for Transport

Great Minster House 33 Horseferry Road

London

#### **Email**

[DfTProcurement@dft.gov.uk](mailto:DfTProcurement@dft.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-for-transport>

## **I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.3) Communication**

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

<https://dft.app.jaggaer.com/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dft.app.jaggaer.com/web/login.html>

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

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

Ministry or any other national or federal authority

## **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of E-procurement System Service Desk Support

#### **II.1.2) Main CPV code**

- 72253000 - Helpdesk and support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Department of Transport (DfT) is seeking to procure for the provision of a focused team of advisors and helpdesk type support which demonstrates an understanding of the impact on staff of implementing the new DfT e-sourcing system Jaggaer and provide ongoing support for a time limited period whilst the in-house resource builds knowledge.

#### **II.1.5) Estimated total value**

Value excluding VAT: £240,000

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

The Department for Transport selected an Option to procure Jaggaer (a Bravo-Based Solution) as an interim provider of a Commercial Relationship Management (CRM) tool, in September 2019.

The Jaggaer eProcurement tool is now live and phase 1 has been implemented after user

acceptance testing. Phase 1 involved all sourcing activities. Users have been supported in the adoption. Phase 2 is in process to incorporate the following: Contract Management, Supplier Relationship and Savings modules configured to the DfT family requirements. Testing has been completed and implementation in progress.

The successful supplier will be required to assist the Department in the transition of phase 2 and will provide continued support service desk for phase 1. Supporting activities including managing service delivery, provision of support activity, including change review and continuous improvement.

The expected contract duration will cover a period of 12 months, plus two 6 month options for extension (12+6+6)

All ITT documentation including the full specification is available on the DfT's Jaggaer e-sourcing platform within the ITT reference: itt\_689

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

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Price / Weighting: 30

Price - Weighting: 30

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

Value excluding VAT: £240,000

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

Duration in months

12

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: Yes

Description of options

Two 6 month Options for extension (6+6)

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

Potential bidders must access the full ITT documentation and submit their bids via the DfT's Jaggaer e-sourcing platform. The ITT can be accessed by searching for ITT reference: itt\_689

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

Date

24 January 2022

#### **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

24 January 2022

Local time

12:00pm

## **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**

Department for Transport

Great Minster House, 33 Horseferry Road

London

Country

United Kingdom