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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

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

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