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Planning

Enterprise Service Management Solution - Market Engagement

Essex County Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-034560

Procurement identifier (OCID): ocds-h6vhtk-041c02

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Section I: Contracting authority

I.1) Name and addresses

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

Contact

Mr Steve Bradley

Email

steve.bradley@essex.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.essex.gov.uk/>

Buyer's address

<https://www.essex.gov.uk/>

I.3) Communication

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

<https://forms.office.com/e/mzpFXQ4etN>

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Enterprise Service Management Solution - Market Engagement

Reference number

DN699686

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Essex County Council (ECC) are seeking to engage with Suppliers interested in its upcoming requirement for a secure cloud-based Enterprise Service Management (ESM) Solution. The ESM Solution must follow a continual delivery model and must provide an omni-channel service, which is highly automated and available across platforms. The ESM Solution must be agile, and the service must continually evolve in a controlled and consistent way.

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

Essex County Council are looking to replace or update its current ITSM Solution with a view to enhancing and capitalising on latest technology and industry best practice capabilities. This requirement is in line with ECC's on-going IT Strategy to modernise IT

Service Delivery and to support our ongoing service improvement agenda.

ECC seek to engage a single Supplier to provide an ESM Solution, inclusive of implementation consultancy services and a post implementation maintenance and support agreement. The Solution must be cost-effective in licensing, implementation and support, taking into consideration our organisational size and usage requirements as detailed below.

ECC delivers Support Services to circa 9,000 internal service users. ECC forecasts over 90,000 support transactions this year. The estate includes IaaS, PaaS, SaaS and end user devices, including BYOD, servicing a hybrid, mobile workforce. Approximately 1000 members of staff, across IT, HR, Business Support, Finance and Information Governance use the ESM solution to deliver Support Services, with concurrent usage at around 200.

The Solution must include 'out of the box' Rest API integration capability and be PinkVERIFY-certified for ITIL alignment, for practices including but not limited to:

Service Desk, Incident Management, Problem Management, Service Request Management, Change Enablement, Service Configuration Management, Release Management, Service Level Management, Portfolio Management, Service Catalogue Management, Supplier Management, Knowledge Management, Service Financial Management.

The outcome of this Early Market Engagement Notice is to obtain expressions of interest and invite interested Suppliers to participate in follow up calls to discuss their Solutions. The discussions will include a set of fixed questions in order to ensure a fair and transparent approach.

ECC reserve the right to decide which Suppliers are requested to take part in the follow up calls.

We are requesting that interested Suppliers complete a questionnaire via the following link: <https://forms.office.com/e/mzpFXQ4etN> .

II.3) Estimated date of publication of contract notice

22 January 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No