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Award

Service Now (People Gateway) & Engage

Coventry University

F15: Voluntary ex ante transparency notice

Notice identifier: 2022/S 000-035636

Procurement identifier (OCID): ocids-h6vhtk-0391d7

Published 16 December 2022, 10:59am

Section I: Contracting authority/entity

I.1) Name and addresses

Coventry University

Priory Street

COVENTRY

CV15FB

Email

AE0082@coventry.ac.uk

Country

United Kingdom

Region code

UKG33 - Coventry

Companies House

07781274

Internet address(es)

Main address

<https://www.coventry.ac.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Now (People Gateway) & Engage

Reference number

PD 791-22-TH

II.1.2) Main CPV code

- 48100000 - Industry specific software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The People Gateway provides our customers with a knowledge base, and a way of communicating with the team, submitting information, requests and case management. Engage ESM, provides us with the technical support.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £366,800

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG33 - Coventry

II.2.4) Description of the procurement

The People Gateway is a repository for our policies, procedures and FAQ's, and it also allows the business to communicate, submit information, forms and to raise enquiries with the People Team. The functionality also enables us to effectively manage the volume of work and prioritise cases where necessary to improve the overall customer experience.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - protection of exclusive rights, including intellectual property rights

Explanation:

The current contract is due to expire on 31 December 2022, if we don't extend the contract, we will essentially lose the People Gateway functionality. The People Gateway is not only a repository for our policies, procedures and FAQ's, but it also allows the business to communicate, submit information or forms or to raise enquiries with the People Team. The functionality also enables us to effectively manage the volume of work and prioritise cases where necessary to improve the overall customer experience.

Service Now are market leaders for this type of product, therefore if we went out to tender we would struggle to find a comparable product. We have been with both Service Now and Engage for over 6 years now and the People Gateway is something that is used widely across the business. With Digital Services also being with Service Now, it allows us to share information on occasions as we have done with the Agile Working Scheme. Changing suppliers at this stage so close to the go-live date for Project Evolve, would not only generate a lot of additional work ahead of the new system, but it would also be very disruptive for the business.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

16 December 2022

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Engage ESM Ltd

London

WC1 V6EA

Country

United Kingdom

NUTS code

- UKI - London

Companies House

04176016

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £366,800

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Coventry University

Coventry

Country

United Kingdom