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Contract

CO0591 Enterprise Service Management Solution

Essex County Council

F03: Contract award notice

Notice identifier: 2025/S 000-048588

Procurement identifier (OCID): ocds-h6vhtk-04e43d

Published 14 August 2025, 8:38am

Section I: Contracting authority

I.1) Name and addresses

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

Contact

Ms Victoria Robertson

Email

victoria.robertson@essex.gov.uk

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

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

Buyer's address

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

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

CO0591 Enterprise Service Management Solution

Reference number

DN760385

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

Open tender completed for an Enterprise Service Management Solution.

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: £580,955

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

Open Tender completed for an Enterprise Service Management (ESM) Solution. The Technical Requirement Document and Specification have been based on a review of the existing solution as well as, high-level and detailed requirements captured in workshops and meetings with internal business representatives and IT subject matter experts.

The purpose of this requirement is to ensure that the Authority is supported by the best technology in its day to day operations. The Solution must be intuitive and easy for both service providers and self-service users whilst enabling efficiencies and improvements through automation and integration.

The Authority requires a customer-focused and commercially aware service management approach which will enhance the overall experience for all employees, enabling them to realise business outcomes with fewer IT-related or service limitations.

The ESM Solution will have a rolling contract term with a minimum 5-year period, with the option to terminate the contract following a 2-year notice period. The earliest the 2-year notice period can be implemented is from year 3 and at any point after this time period. The

2-year notice period allows for procurement and implementation of a new Solution.

Contract value is for definitive term of 5 years, from 12th August 2025 until 11th August 2030.

II.2.5) Award criteria

Quality criterion - Name: Technical Quality / Weighting: 55

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-005927](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

CO0591

Title

Enterprise Service Management Solution

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 July 2025

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Alemba Ltd

Salisbury House

Cambridge

CB1 2LA

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

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

Total value of the contract/lot: £580,955

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom