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| **Soft Market Test for Enterprise Service Management System** |
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| Version: v1.0 |
| Date of publication: 03/11/2022 |

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| **Contract Title** | Enterprise Service Management System |
| **Directorate** | Customer and Support Services |
| **Service Area** | Innovation and Digital |

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| **Introduction** |
| Cornwall Council is conducting a soft market assessment to gain an understanding of Enterprise Service Management Systems currently available.It is intended that the responses supplied will enable the Council to develop a business proposal. Any such proposal would be subject to the development and approval of a business case, and, as such, this exercise implies no commercial commitment. **This is not a formal tender document**.Participation of this soft market assessment will not prejudice suppliers participating in any future procurement.If you are interested in this area of service provision and also helping with our assessment of the market, please complete the “Information Required” section within this document, along with any additional information you consider to be relevant, and return via the **Due North system by 14:00 on Friday the 18th of November 2022** |
| **Background** |
| IFS Assyst is currently used as a customer relationship management system across several departments, however the Council are looking to expand the platform in the near future. At this stage Cornwall Council wish to explore at a high level what alternative products are available on the market to compare functionality and costs.The current contract is procured through CCS framework RM6068 Technology Products & Associated Services framework, Lot 3 Software. The current solution is an on-premise system, however there is also a preference to move towards an externally hosted SaaS platform.**Scope of Requirements**The system will be required to serve the Council’s 5,000 staff that work out of multiple offices across Cornwall. It will provide a single front door with an online portal providing users with a catalogue of services, self-service and FAQs. It will also need to provide back office ITIL type case management functionality for departments such as I.T., H.R., Finance, Legal and Facilities to be able to manage and prioritise calls that are logged efficiently within SLA targets. There are currently approximately 300 back-office users using a mixture of dedicated and concurrent licenses however this is expected to increase as new services adopt ESM. The system will also be the Configuration Management Database of organisational assets.The system should focus on automation and self-service to improve customer experience and reduce administration costs, this should include chat bot and mobile App features and accessibility considerations.The supplier will be expected to provide suitable support to Cornwall Council system administrators to deal with incidents impacting live service and change and development requests. |
| **Information Required** |
| ***General Information***1. Organisation Name:
2. Your Name and position in organisation:
3. Background information of your organisation:
4. Organisation e-mail contact address:
5. Your telephone number:

***Contract Specific Questions***1. Please provide details of potential services that you could provide in relation to the requirements.
2. From an initial assessment, if this became a formal procurement opportunity, would your organisation seek a partnership approach? If so, what type of partners would you envisage and what additional value would they bring to the proposition?
3. Please provide details of similar contracts / experience that you have delivered.
4. Please detail any issues concerns or risks that might prevent your organisation from participating in a future procurement exercise to provide these services.
5. Please indicate if you are on any public sector procurement frameworks which could be utilised for any procurement exercises

**Indicative pricing**Please provide indicative cost estimates for your solution, broken down into the following areas:**Core Solution*** Hardware
* Software license/hosting/service cost
* Implementation costs
* Annual Support costs

**Optional Modules*** Software license/hosting/service cost
* Implementation costs
* Annual Support costs

 **Implementation**Please indicate the typical project plan stages with timescales for implementation of your solution.Data migration is a key activity – please indicate your process and experience with previous migrations citing references where appropriate |

Further information

If you have any questions please contact us through the Due North messaging system.

Please provide your response by uploading to the Due North by no later than **14:00 on the 18/11/2022**