

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004031-2023>

Tender

Professional Services for supporting Microsoft Technologies

Norfolk County Council

F02: Contract notice

Notice identifier: 2023/S 000-004031

Procurement identifier (OCID): ocids-h6vhtk-03a457

Published 9 February 2023, 1:48pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to 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

Professional Services for supporting Microsoft Technologies

Reference number

NCCT42631

II.1.2) Main CPV code

- 72250000 - System and support services

II.1.3) Type of contract

Services

II.1.4) Short description

We are retendering the council's existing service contract for Professional Services for supporting Microsoft Technologies. The Council is seeking to purchase Support to:

- Provide a point of escalation for the NCC Infrastructure, Applications and Desktops specialists.
- Reduce of resolution time for incidents and problems related to Microsoft technologies.
- Reduce the number of incidents and problems related to Microsoft technologies.

II.1.5) Estimated total value

Value excluding VAT: £140,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services
- 72220000 - Systems and technical consultancy services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

We are retendering the council's existing service contract for Professional Services for supporting Microsoft Technologies. The Council is seeking to purchase Support to:

- Provide a point of escalation for the NCC Infrastructure, Applications and Desktops specialists.
- Reduce of resolution time for incidents and problems related to Microsoft technologies.
- Reduce the number of incidents and problems related to Microsoft technologies.

The contract is being let for 12 months and may be extended in further 12 month periods for up to an additional 36 months.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £140,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

17 April 2023

End date

16 April 2027

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: 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

II.2.14) Additional information

Please note the value above is for the full potential term of the contract.

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

16 March 2023

Local time

11:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

16 March 2023

Local time

11:02am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BuyerProfiles>. Once registered you will be able to see the procurement project under the 'tenders' section and 'express an interest' to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

VI.4) Procedures for review

VI.4.1) Review body

nplaw

Norwich

Country

Afghanistan