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Contract

The Supply, Implementation, Licenses & Ongoing Support and Maintenance of a Service Desk Solution

Caerphilly County Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-004994

Procurement identifier (OCID): ocids-h6vhtk-032761

Published 20 February 2023, 10:52am

Section I: Contracting authority

I.1) Name and addresses

Caerphilly County Borough Council

Penallta House, Tredomen Park, Ystrad Mynach

Hengoed

CF82 7PG

Contact

Rebecca Morris

Email

Morrirl@caerphilly.gov.uk

Telephone

+44 1443863161

Fax

+44 1443863167

Country

United Kingdom

NUTS code

UKL16 - Gwent Valleys

Internet address(es)

Main address

www.caerphilly.gov.uk

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0272

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

The Supply, Implementation, Licenses & Ongoing Support and Maintenance of a Service Desk Solution

Reference number

CCBC/PS2219/22/RG

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council has awarded a contract for the Supply, Implementation, Licenses and ongoing Support and Maintenance from 20 February 2023 to 19 February 2026 with the option to extend for a further period of up to 36 months renewable on an annual basis. This is not a call for competition

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: £13,156,560

II.2) Description

II.2.2) Additional CPV code(s)

- 72253100 - Helpdesk services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Caerphilly County Borough Council

II.2.4) Description of the procurement

The Supply, Implementation, Licences and ongoing support & maintenance of a Help desk Solution

II.2.5) Award criteria

Quality criterion - Name: Tender Response / Weighting: 20

Quality criterion - Name: System/technical demonstration / Weighting: 50

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Additional purchases and licences relating to the the system maybe required as part of the contract and the council reserves the right to purchase these as part of the contract if required

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: [2022/S 000-008391](#)

Section V. Award of contract

Contract No

PS2219/22/RM

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 February 2023

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 6

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

Hornbill Service Management

Apollo, Odyssey Business Park, West End Road

Ruislip

HA46QD

Country

United Kingdom

NUTS code

- UKI7 - Outer London – West and North West

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £131,565.60

Total value of the contract/lot: £131,565.60

Section VI. Complementary information

VI.3) Additional information

As part of the process, the tender will be undertaken utilising Caerphilly CBC's Proactis Portal e-tendering system.

Therefore, companies are invited to follow the directions below to register on the system:

1. Log in to the Proactis Portal E-tendering system at <https://www.proactisplaza.com>
2. Click the "Sign Up" button.
3. Enter your details such as Organisation Name, Details and Primary Contact Details.
4. Please make a note of the Organisation ID and Login Name, then click Register.
5. You may then receive an email from the system asking you to Click here to activate your account. This takes you to Enter Organisation Details. Or you may be redirected straight to your account home page, depending on your browser.
6. Please enter the information requested, click Next and follow the instructions ensuring that you enter all applicable details.
7. In the Enter Product Classification screen please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice.
8. Accept the Terms and Conditions and then click Next. This takes you in to the Welcome window.
9. In the Welcome window please enter your Organisation name, Organisation ID and User Name (User ID). You now need to create your unique password. Please ensure that you make a note of this along with the other information already recorded.
10. Now click Done and you will enter the Supplier Home page.
11. From the Home Page, go to the "Opportunities" area, where you can search for this Opportunity. Click on the "Show Me Arrow" of the relevant opportunity and then click to register your interest on the relevant button.
12. Click the Opportunities Icon on the left of the page so that the page is refreshed, then, click on the "Show Me Arrow" of the relevant contract again and this will take you into the create a response section of the portal.

13. Note the closing date for completion of the relevant project. Please review the tabs at the top of the page as there will be information relating to the project held here.

14. You can now either continue to fill out this area and create a response or if the project is not of interest to you Decline this opportunity by clicking the "Decline" button at the top of the page.

Tenderers shall express an interest in tendering for this arrangement by registering their interest on the Proactis Portal System as stated above and then completing the online e-tender submission. If you have any issues with your account please use the 'Raise a Ticket' function on the Proactis Portal. Instructions on how to utilise this function can be found in the attachments.

(WA Ref:129276)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom