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Award

VEAT Notice: NEC Managed ICT & Back Office Services For Parking & Other Appeal Services

LONDON COUNCILS

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-006600

Procurement identifier (OCID): ocds-h6vhtk-04e613

Published 21 February 2025, 11:07am

Section I: Contracting authority/entity

I.1) Name and addresses

LONDON COUNCILS

12 Arthur Street

LONDON

EC4R 9AB

Contact

Kalpini Dave

Email

Kalpini.Dave@londoncouncils.gov.uk

Telephone

+44 2034517

Country

United Kingdom

Region code

UK144 - Lewisham and Southwark

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

Local Authority Joint Committee

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

VEAT Notice: NEC Managed ICT & Back Office Services For Parking & Other Appeal Services

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

NEC Managed ICT & Back Office Services For Parking & Other Appeal Services

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: £7,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

ICT & Back Office Managed Service for Appeal Services

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This VEAT notification is to notify the market that London Councils is intending to contract with NEC Software Solutions UK Ltd for a 5 year term for ICT & Back Office Managed Service. The contract is not to procure a new system, but to contract with NEC to continue to provide the existing solution. The existing system was purchased in 2014.

The protection of exclusive rights, including intellectual property rights Regulation 32(2)(b)(iii).

NEC own the IPR rights to the software in the existing solution, and do not allow other 3rd parties to access source code and therefore another provider would be unable to provide a support and maintenance service for the existing solution. To move the existing solution to another provider would not be possible, and would necessitate an overhaul of all of the integrated systems and a new solution to be designed which would make it cost-prohibitive.

Competition is absent for technical reasons (Regulation 32(2)(b)(ii)).

There is a complex integration in place between the existing London Councils NEC system and external organisations such as Transport for London and the London Boroughs as well as integration with internal systems across London Councils.

The new contract will include a migration of applications, reports and schedules from an un-supported environment to the current supported version and current universes. It will also include a regular unlimited refresh/clone of the system to enable extensive testing to be carried out.

The Council requires specialist skills for support during year end processes including rollbacks and out of hours support. Batch processes need to run efficiently so there is no impact on the BAU activities during core working hours. This contract will ensure the infrastructure is designed and tuned to improve system performance.

Moving the existing system to a hosted solution is specialist support that logistically can only be provided in the most cost-effective, expedient and complete way by NEC as the existing provider. They have implemented the system and made bespoke developments to the system since 2014 and therefore have the requisite technical expertise in this system.

In terms of ongoing hosting once migrated, the provision of the hosting service by the owner of the solution will allow for direct accountability to London Councils and the most economically advantageous solution which enables the Council to have access to the most up to date product functionality direct from the source.

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

The procurement is covered by the Government Procurement Agreement: No

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

21 February 2025

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

NEC Software Solutions UK Ltd

1st Floor, Imex Centre, 575-599 Maxted Road

Hemel Hempstead

HP2 7DX

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

00968498

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: £7,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Councils

London

Country

United Kingdom