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Tender

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

Caerphilly County Borough Council

F02: Contract notice

Notice identifier: 2022/S 000-008391

Procurement identifier (OCID): ocids-h6vhtk-032761

Published 29 March 2022, 12:46pm

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.3) Communication

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

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's existing Service Desk solution has been in place for 3.5 years and has provided an adequate service to our users. Due to strategic changes and an increasingly agile workforce, the council is seeking a cloud-based approach in order to provide an improved level of service to all users at all times and improve the overall experience of the user. We require in total 70 technical analyst licenses, The Council reserves the right to purchase additional individual or multiple licenses.

II.1.5) Estimated total value

Value excluding VAT: £1,200,000

II.1.6) Information about lots

This contract is divided into lots: No

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

Start date

4 July 2022

End date

3 July 2027

This contract is subject to renewal

Yes

Description of renewals

The contract will be renewed prior to its expiry date and renewed or extended

II.2.10) Information about variants

Variants will be accepted: Yes

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As detailed in the ITT Document

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As detailed in the ITT Document

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

28 April 2022

Local time

12:00pm

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

English, Welsh

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

28 April 2022

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=120007.

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

As per the community benefits / Well-being and future generations section of the ITT

(WA Ref:120007)

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