This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/009518-2025

Planning

Provision of Information Technology (IT), Customer and Revenue and Benefits services

London Borough of Barnet

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-009518

Procurement identifier (OCID): ocds-h6vhtk-04ed7c

Published 14 March 2025, 4:05pm

Scope

Description

The London Borough of Barnet is undertaking Pre-Market Engagement (PME) to gather insights and inform its

procurement strategy for future provision of Information Technology (IT), Customer and Revenue and Benefits

services. This exercise seeks feedback on what we believe is an exciting opportunity to partner with a forward-thinking

London Borough and assess a range of delivery models for future service provision.

This notice is issued in accordance with sections 16 and 17 of the Procurement Act 2023 to seek market input before

the commencement of a formal procurement process. The procurement approach will follow the structured process

outlined in the Sourcing Playbook

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1163766/Sourcing_

Playbook_Final.pdf to ensure transparency, value for money, and fair competition.

This engagement aims to:

• Assess market capability and interest.

• Gather feedback on proposed service requirements.

• Understand innovation and best practices.

• Inform the final procurement approach and lot structure.

We want to hear from a range of suppliers, including local and national SME's to ensure best value mix and assess

benefits and dis-benefits of different models, including single source and multi-source solutions.

Areas of scope may change following pre-market engagement and enter the formal procurement stage. The below

groups elements of service provision together.

IT :

Service Desk and Service Management – Fully managed IT support services.

Security Management – Cybersecurity, risk management, and compliance.

/Network Infrastructure, Connectivity, and Unified Communications – Secure and reliable network services,

Transition and Transformation of New Services and Architectures – Support for IT modernization and transition

activities.

Application Maintenance and Support – Ongoing support and optimization of business applications.

End User Computing, Hosting, and Server Maintenance – Device management, cloud/on-premise hosting, and

infrastructure support.

Telephony – Provision and maintenance of telephony solutions, including VoIP.

Customer Services :

Contact Centre Services - Handling inbound/outbound calls, chats, online inquiries, and social media interactions,

along with new ways to access services., Workforce management and performance monitoring.

Contact Centre Platform - Contact centre platform for telephony and digital customer interactions.

Contact Centre (CCas) and Web Platform - Using new technologies, support partners, and managing infrastructure

hosting and maintenance.

Transition and Transformation - Supporting the modernization of customer service operations and the introduction of

new technologies and service models.

Revenue and Benefits:

Housing Benefit and Council Tax Support Scheme Administration - Processing and management of benefit claims and

support schemes.

Systems and Control - Robust financial systems, data integrity, and governance frameworks.

Housing Benefit Overpayment Recovery and Welfare & Discretionary Spend-Debt recovery, welfare support, and

discretionary payments management.

Inclusive, Accessible, and Usable Products and Services - Ensuring services are

customer-focused and accessible for

all residents.

Culture, Community, and Innovation - Encouraging service innovation, community engagement, and continuous

improvement.

Transition and Transformation - Support for process modernisation and implementation of new service models.

The final procurement model may involve an open procurement process but some elements may be awarded through

existing framework agreements where appropriate.

To view this notice, please click here:

https://londonbarnet.delta-esourcing.com/delta/viewNotice.html?noticeId=934037591

Total value (estimated)

- £30,000,000 excluding VAT

- £36,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 1 September 2031

- 5 years, 1 day

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems

- 48730000 - Security software package

- 48732000 - Data security software package

- 48800000 - Information systems and servers

- 66000000 - Financial and insurance services

- 79342300 - Customer services

Contract locations

- UKI71 - Barnet

Engagement

Engagement deadline

16 June 2025

Engagement process description

Supplier Engagement Event

• Date: 26/03/25

• Time: 14:00hrs - 16:00hrs

• Platform: MS Teams

• Agenda:

Overview of procurement objectives and scope

Detailed discussion of service requirements

Next steps and indicative procurement timeline

Q&A session with suppliers

Following the event, additional engagement activities may include:

• Request for Information (RFI) / Market Questionnaire – Suppliers can provide feedback on procurement models,

lotting strategies, and service delivery approaches.

• One-to-One Discussions – The authority may engage directly with selected suppliers to explore innovative solutions.

5. Supplier Registration and Participation

To participate in this Pre-Market Engagement, suppliers are required to register on Barnet's procurement portal

https://londonbarnet.delta-esourcing.com/

Registration on the Central Digital Platform is not required at this stage for market engagement; however, it will be

necessary afterwards to be able to review a tender or submit a bid.

Registration to Barnet Portal Benefits:

• Receive procurement updates and notifications.

• Access engagement materials and key procurement documents.

• Provide input into the procurement design.

• Prepare for the upcoming tender process.

Interested suppliers should confirm their participation in the Supplier Engagement Event by 15:00hrs 24 March 2025

via:

Project Team

London Borough of Barnet

Email: scrprogramme@barnet.gov.uk

Please ensure email subject states: Registration for IT, CS & R&B Service Supplier Engagement Event 26 March

2025

Contracting authority

London Borough of Barnet

- Public Procurement Organisation Number: PQGD-7479-CGVN

2 Bristol Avenue

London

NW9 4EW

United Kingdom

Contact name: Susan Lowe

Telephone: 07956 307511

Email: procurement@barnet.gov.uk

Region: UKI71 - Barnet

Organisation type: Public authority - sub-central government