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Contract

## **WCC - Remote Monitoring and Management (RMM) Solution for Schools ICT**

Warwickshire County Council

F03: Contract award notice

Notice identifier: 2025/S 000-010168

Procurement identifier (OCID): ocds-h6vhtk-04c980

Published 19 March 2025, 2:17pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Warwickshire County Council

Shire Hall

Warwick

CV344SA

#### **Email**

[procurement@warwickshire.gov.uk](mailto:procurement@warwickshire.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKG13 - Warwickshire

#### **Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

WCC - Remote Monitoring and Management (RMM) Solution for Schools ICT

Reference number

WCC - 21303

**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**

To provide a comprehensive Remote Monitoring and Management (RMM) solution for IT professionals. This solution aims to remotely secure, monitor, and manage endpoint devices efficiently. The software must comply with industry standards for remote IT management and network management.

**II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

### **II.2.4) Description of the procurement**

To provide a comprehensive Remote Monitoring and Management (RMM) solution for IT professionals. This solution aims to remotely secure, monitor, and manage endpoint devices efficiently. The software must comply with industry standards for remote IT management and network management.

### **II.2.5) Award criteria**

Quality criterion - Name: Patch Management / Weighting: 5

Quality criterion - Name: Multi tenant management / Weighting: 5

Quality criterion - Name: Reporting / Weighting: 5

Quality criterion - Name: Routine Tasks / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Presentation / Weighting: 20

Cost criterion - Name: Price / Weighting: 50

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract has an 'initial' term of four years with the option to extend by up to an maximum 48Months additional months (8 years being the maximum term) or up to a maximum spend of £550,000.00 which ever (as described above comes first).

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## **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: [2024/S 000-040939](#)

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## **Section V. Award of contract**

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Court of Justice

The Strand

London

Country

United Kingdom