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Contract

## **Outsourced ICT Framework Agreement**

Crescent Purchasing Consortium (CPC)

Education Authority Northern Ireland

Public Sector

Education

North Western Universities Purchasing Consortium Ltd

F03: Contract award notice

Notice identifier: 2021/S 000-012147

Procurement identifier (OCID): ocds-h6vhtk-029587

Published 1 June 2021, 10:36am

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

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

Crescent Purchasing Consortium (CPC)

Procurement House, Leslie Hough Way

Salford

M6 6AJ

#### **Email**

[l.m.oshea@thecpc.ac.uk](mailto:l.m.oshea@thecpc.ac.uk)

#### **Telephone**

+44 1619740947

#### **Country**

United Kingdom

**NUTS code**

UKD3 - Greater Manchester

**Internet address(es)**

Main address

[www.thecpc.ac.uk](http://www.thecpc.ac.uk)

Buyer's address

[www.thecpc.ac.uk](http://www.thecpc.ac.uk)

**I.1) Name and addresses**

Education Authority Northern Ireland

40 Academy Street

Belfast

BT1 2NQ

**Email**

[keira.simpson@eani.org.uk](mailto:keira.simpson@eani.org.uk)

**Telephone**

+44 2890566461

**Country**

United Kingdom

**NUTS code**

UKN06 - Belfast

**Internet address(es)**

Main address

<https://www.eani.org.uk>

Buyer's address

<https://www.eani.org.uk>

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

Public Sector

Procurement House

Salford

M6 6AJ

#### **Email**

[l.m.oshea@thecpc.ac.uk](mailto:l.m.oshea@thecpc.ac.uk)

#### **Telephone**

+44 2890566461

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.thecpc.ac.uk](http://www.thecpc.ac.uk)

Buyer's address

[www.thecpc.ac.uk](http://www.thecpc.ac.uk)

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

Education

Procurement House

Salford

M6 6AJ

**Email**

[l.m.oshea@thecpc.ac.uk](mailto:l.m.oshea@thecpc.ac.uk)

**Telephone**

+44 2890566461

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.thecpc.ac.uk](http://www.thecpc.ac.uk)

Buyer's address

[www.thecpc.ac.uk](http://www.thecpc.ac.uk)

**I.1) Name and addresses**

North Western Universities Purchasing Consortium Ltd

Albert House, 17 Bloom Street

Manchester

M1 3HZ

**Email**

[natasha.peacock@manchester.ac.uk](mailto:natasha.peacock@manchester.ac.uk)

**Telephone**

+44 1612348003

**Country**

United Kingdom

**NUTS code**

UKD33 - Manchester

**Internet address(es)**

Main address

<http://www.nwupc.ac.uk>

Buyer's address

<http://www.nwupc.ac.uk>

**I.2) Information about joint procurement**

The contract involves joint procurement

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

Body governed by public law

**I.5) Main activity**

Education

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**Section II: Object**

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

**II.1.1) Title**

## Outsourced ICT Framework Agreement

Reference number

CA8378 - CPC/LO/01/2021

### **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**

CPC are seeking to create a framework on behalf of educational establishments for ICT Outsourcing, covering services and consultancy. This process looks to appoint service providers capable of providing on-site and remote ICT services in addition to independent consultancy with a view to appoint such service providers.

This tender will be available to all current and future members of CPC:

<https://www.thecpc.ac.uk/members/regions.php> <https://www.gov.uk/guidance/get-information-about-schools>

The tender is also available for NWUPC members: <https://www.nwupc.ac.uk/our-members>

EANI (Education Authority Northern Ireland) [www.eani.org.uk/](http://www.eani.org.uk/) and the following UK public sector bodies (and any future successors to these organisations):

<https://www.thecpc.ac.uk/suppliers/eligible-public-sector-bodies.php>

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £99,999,999.98

## **II.2) Description**

### **II.2.1) Title**

## Lot 1: Outsourced ICT Services

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 72253200 - Systems support services
- 72315200 - Data network management services
- 50312610 - Maintenance of information technology equipment
- 72540000 - Computer upgrade services
- 50324000 - Support services of personal computers
- 72222300 - Information technology services
- 72720000 - Wide area network services
- 72250000 - System and support services
- 72700000 - Computer network services
- 72910000 - Computer back-up services
- 50312600 - Maintenance and repair of information technology equipment
- 72261000 - Software support services
- 72267100 - Maintenance of information technology software
- 72253100 - Helpdesk services
- 72000000 - IT services: consulting, software development, Internet and support
- 72251000 - Disaster recovery services
- 50312310 - Maintenance of data network equipment
- 72590000 - Computer-related professional services
- 50312620 - Repair of information technology equipment
- 72511000 - Network management software services
- 72253000 - Helpdesk and support services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

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

This lot covers all services involved in providing an outsourced managed service for information communication technology. This includes but is not limited to:

- Remote and on-site service provision for proactive and reactive support including monitoring, incident managing, testing, fault fixing, backup and disaster recovery, data protection, patch management, etc.
- IT asset and configuration management, release management
- Supporting staff with new IT developments, IT procurement, service integration and management, set up of IT equipment (e.g. for use in lessons, assemblies, meetings) where there is an on-site requirement, advice etc.
- Project management and development of IT strategies & refreshment, and other additional ad-hoc requirements

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

Quality criterion - Name: Customer Requirements / Weighting: 70.00%

Price - Weighting: 30.00%

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

Options: Yes

Description of options

48 month(s) from the commencement date, with 24 initial month(s) and option to extend 2x12 month(s)

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 2: Outsourced ICT Consultancy

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 72253200 - Systems support services
- 72253000 - Helpdesk and support services
- 72222300 - Information technology services
- 72000000 - IT services: consulting, software development, Internet and support
- 72228000 - Hardware integration consultancy services
- 72120000 - Hardware disaster-recovery consultancy services
- 72246000 - Systems consultancy services
- 72590000 - Computer-related professional services
- 72100000 - Hardware consultancy services
- 72261000 - Software support services
- 72227000 - Software integration consultancy services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

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

This lot is specifically for consultancy and design services where a solution is yet to be defined. The purpose of this lot is to attract independent consultants who can utilise expertise from a technical standpoint, offering objective recommendations to support a tendering process for an outsourced ICT service by working in conjunction with an institutions' procurement staff.

Service is expected to culminate in a final objective report, which may be the result of (but is not limited to):

- Fact-finding processes, liaising with engineers and IT support staff, data analysis, determining information system requirements and defining project objectives
- Making recommendations such as suggesting appropriate hardware, software, systems, service levels etc.
- Compiling reports and presenting information, understanding practices and the objectives of the institution, assisting with the creation of IT strategies and the development of effective IT procedures, analysis of data and potential issues
- Assessment of security loopholes, obsolete assets, inefficiencies etc.
- Assisting with tendering processes from a technical standpoint, including providing technical advice to benefit tender clarifications and evaluation.

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

Quality criterion - Name: Customer Requirements / Weighting: 70.00%

Price - Weighting: 30.00%

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

Options: Yes

Description of options

48 month(s) from the commencement date, with 24 initial month(s) and option to extend 2x12 month(s)

### **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.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **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: [2021/S 000-003615](#)

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

### **Contract No**

CA8378

### **Lot No**

1

### **Title**

Lot 1: Outsourced ICT Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 June 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 27

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Computeam

Suite 443 Broadstone Mill, Broadstone Road

Stockport

SK5 7DL

Email

[office@computeam.co.uk](mailto:office@computeam.co.uk)

Telephone

+44 8450521066

Fax

+44 8450521077

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.computeam.co.uk](http://www.computeam.co.uk)

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Stone Technologies Ltd trading as Stone Group

Granite One Hundred, Acton Gate

Stafford

ST18 9AA

Email

[tenders@stonegroup.co.uk](mailto:tenders@stonegroup.co.uk)

Telephone

+44 1785786768

Fax

+44 8448221123

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.stonegroup.com](http://www.stonegroup.com)

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

XMA Ltd

Wilford Industrial Estate,

Ruddington

NG11 7EP

Email

[multiquote@xma.co.uk](mailto:multiquote@xma.co.uk)

Telephone

+44 1158464889

Fax

+44 1159822200

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.xma.co.uk](http://www.xma.co.uk)

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Computer Systems in Education (CSE)

Goodmans Yard, New Yatt Road

North leigh

OX29 6TN

Email

[sales@cse-net.co.uk](mailto:sales@cse-net.co.uk)

Telephone

+44 1993886688

Fax

+44 1993886666

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://www.cse-net.co.uk>

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Dataspire Solutions Ltd

Lowry Mill, Lees Street

Manchester

M27 6DB

Email

[adam.norton@dataspire.co.uk](mailto:adam.norton@dataspire.co.uk)

Telephone

+44 8456031233

Fax

+44 1619461038

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.dataspire.co.uk](http://www.dataspire.co.uk)

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

RM Education

140 Eastern Avenue, Milton Park

Abingdon

OX14 4SB

Email

[tendersteam@rm.com](mailto:tendersteam@rm.com)

Telephone

+44 8450700300

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://www.rm.com/home>

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

BCN Group Ltd

Trident Three, Styal Road

Manchester

M22 5XB

Email

[debbie.thew@bcn.co.uk](mailto:debbie.thew@bcn.co.uk)

Telephone

+44 3450957000

Fax

+44 3450957044

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.bcn.co.uk](http://www.bcn.co.uk)

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

SWEETHAVEN COMPUTERS LIMITED

Sweethaven House, , Treehaven Parade,

REIGATE

RH2 7LL

Email

[jedwards@sweethaven.co.uk](mailto:jedwards@sweethaven.co.uk)

Telephone

+44 1737247090

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.sweethaven.co.uk](http://www.sweethaven.co.uk)

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

European Electronique

Forward House, Oakfields Industrial Estate

Eynsham

OX29 4TT

Email

[stephen.mason@euroele.com](mailto:stephen.mason@euroele.com)

Telephone

+44 1614572178

Fax

+44 1865883371

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.euroele.com](http://www.euroele.com)

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

The AdEPT Technology Group

77 Mount Ephraim,

Tunbridge Wells

TN4 8BS

Email

[tenders@adept-telecom.co.uk](mailto:tenders@adept-telecom.co.uk)

Telephone

+44 8445577300

Fax

+44 8445577301

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.adept-telecom.co.uk](http://www.adept-telecom.co.uk)

The contractor is an SME

No

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

Total value of the contract/lot: £95,000,000

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

### **Contract No**

CA8378

### **Lot No**

2

### **Title**

Lot 2: Outsourced ICT Consultancy

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 June 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 15

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Deloitte LLP

Stone Cutter Court, 2 New Street Square

London

EC4A 3BZ

Email

[salescoordinator@deloitte.co.uk](mailto:salescoordinator@deloitte.co.uk)

Telephone

+44 2079363000

Fax

+44 2075831198

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.deloitte.co.uk](http://www.deloitte.co.uk)

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

PTS Consulting UK Ltd

60 New Broad St,

LONDON

EC2M 1JJ

Email

[tenders@ptsconsulting.com](mailto:tenders@ptsconsulting.com)

Telephone

+44 3300506229

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.ptsconsulting.com](http://www.ptsconsulting.com)

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

EVR Consulting Limited

13 Richmond Road,

London

W5 5NS

Email

[rhian@evrconsulting.co.uk](mailto:rhian@evrconsulting.co.uk)

Telephone

+44 7981782767

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.evrconsulting.co.uk](http://www.evrconsulting.co.uk)

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

New Networks

Beech House, Glebelands Road

Knutsford

WA16 9DZ

Email

[john.newton@newnetworks.co.uk](mailto:john.newton@newnetworks.co.uk)

Telephone

+44 1565621916

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.newnetworks.co.uk](http://www.newnetworks.co.uk)

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Phoenix Software Ltd

Blenheim House, York Road

Pocklington

YO42 1NS

Email

[bids@phoenixs.co.uk](mailto:bids@phoenixs.co.uk)

Telephone

+44 1904562200

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.phoenixs.co.uk](http://www.phoenixs.co.uk)

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

NOVATIA SERVICES LIMITED

1 Winnall Valley Road,

Winchester

SO23 0LD

Email

[richard.sambrooksmith@novatia.com](mailto:richard.sambrooksmith@novatia.com)

Telephone

+44 1962832632

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.novatia.com](http://www.novatia.com)

The contractor is an SME

No

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

Total value of the contract/lot: £4,999,999.98

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

Crescent Purchasing Consortia

Procurement House

Salford

M6 6AJ

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

Crescent Purchasing Consortia

Procurement House

Salford

M6 6AJ

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a minimum of a ten calendar day standstill period at the point that information on the award of contract is communicated to tenderers. If an appeal regarding the award of contract has not been successfully resolved then the Public Contract Regulations 2015, provide for aggrieved parties who have been harmed or are at risk of harm, by breach of the rules to take action in the High Court. Any such action must be brought promptly

### **VI.4.4) Service from which information about the review procedure may be obtained**

Crescent Purchasing Consortia

Procurement House

Salford

M6 6AJ

Country

United Kingdom