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Contract

Y23038 - Supply of ICT Managed Services and Consultancy

Kent County Council (t/a KCS Procurement Services)

F03: Contract award notice

Notice identifier: 2023/S 000-013012

Procurement identifier (OCID): ocds-h6vhtk-036580

Published 5 May 2023, 3:44pm

Section I: Contracting authority

I.1) Name and addresses

Kent County Council (t/a KCS Procurement Services)

Head Office, 1 Abbey Wood Group, Kings Hill

West Malling

ME19 4YT

Contact

Miss Tamara Stevens

Email

csgprocurement@csltd.org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.commercialservices.org.uk/>

Buyer's address

<http://www.commercialservices.org.uk/>

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

Y23038 - Supply of ICT Managed Services and Consultancy

Reference number

DN631038

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

This Framework Agreement will be split into two (2) LOTS.

LOT 1 - ICT Managed Services.

Awarded Supplier(s) must be capable of supplying a range of delivery models including supply and fit, support and maintenance, systems configuration and management, hybrid or fully managed ICT service, integration of services with other technologies and/or contractors' solutions, both cloud and on-premise options, including but not limited to:

- ICT Support and Maintenance
- ICT Strategy and Planning
- Connectivity
- Cloud Solutions
- Safeguarding and Security
- Strategy and Planning
- Data Storage and Back Up
- Networking Solutions
- ICT Infrastructure
- Consultancy

In the context of the solutions required, ICT infrastructure can include but not be limited to hardware, software, network, peripheral equipment, audio-visual equipment, user devices and mobile connectivity (as an integrated package within user devices).

LOT 2 - ICT Consultancy Services

Awarded Suppliers must be capable of providing full spectrum, and multidisciplinary consultancy Services that may extend beyond the scope of the Goods/Services purchased and referenced in LOT 1. Technology and associated and related disciplines, including but not limited to:

- Audit
- Assessment
- Design

- Consultancy and Support
- Configuration Support
- Cyber Security
- Discovery and Analysis
- Planning Strategies
- Project Scoping
- Project Management
- Programme Management
- Cost Modelling
- Operational Modelling
- Cloud Solutions
- Server Solutions
- Software
- Hardware
- Risk Assessment/Management
- Risk Mitigation
- Security
- Cost Analysis
- ICT Digital Strategy Development
- Quality and Testing
- Project Implementation
- Systems

- Maintenance
- ICT Systems, Processes and Policies.

As relevant industries, technologies and specialities evolve and advance, it is anticipated that any future consultancy provisions will be made available as part of the Framework Agreement and will be current, effective timely and responsive to requirements.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Lowest offer: £0.1 / Highest offer: £500,000,000 taken into consideration

II.2) Description

II.2.1) Title

ICT Managed Services

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Supplier(s) must be capable of supplying a range of delivery models including supply and fit, support and maintenance, systems configuration and management, hybrid or fully managed ICT service, integration of services with other technologies and/or contractors' solutions, both cloud and on-premise options, including but not limited to:

- ICT Support and Maintenance

o On-Site Support

- o Remote Support
- o Annual Health Check
- o Pre Ofsted Check
- o Routine Maintenance
- o MIS Support
- o Training
- ICT Strategy and Planning
- Connectivity
- Cloud Solutions
- Safeguarding and Security
- Strategy and Planning
- Data Storage and Back Up
- Networking Solutions
- ICT Infrastructure
- Consultancy

Tenderers should state in Annex D – Tenderers Response LOT 1 their ability to provide the Services as listed.

In the context of the solutions required, ICT infrastructure can include but not be limited to hardware, software, network, peripheral equipment, audio-visual equipment, user devices and mobile connectivity (as an integrated package within user devices).

II.2.5) Award criteria

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 30

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 40

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 20

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 0

II.2.11) Information about options

Options: No

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

ICT Consultancy Services

Lot No

2

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Suppliers must be capable of providing full spectrum, and multidisciplinary Consultancy Services that may extend beyond the scope of the Goods/Services purchased and referenced in LOT 1. Technology and associated and related disciplines, including but not limited to:

- Audit
- Assessment
- Design

- Consultancy and Support
- Configuration Support
- Cyber Security
- Discovery and Analysis
- Planning Strategies
- Project Scoping
- Project Management
- Programme Management
- Cost Modelling
- Operational Modelling
- Procurement and Supply
- Risk Management
- Opportunity Management
- Policy Reviews and Advice
- Cloud Solutions
- Server Solutions
- Software
- Hardware
- Infrastructure
- Data Protection
- Process Mapping and Optimisation
- Risk Assessment

- Risk Management
- Risk Mitigation
- Security
- Cost analysis
- ICT Digital Strategy Development
- Disaster Recovery
- Individual Specialists and or Team of Consultants
- ICT Architecture
- Quality and testing
- ICT Operations and Infrastructure
- Conception development
- Innovation
- Project implementation
- Systems
- Maintenance
- Servicing
- Testing
- Support
- Research, data and analysis based objective recommendations
- ICT Systems, processes and policies.

As relevant industries, technologies and specialities evolve and advance, it is anticipated that any future consultancy provisions will be made available as part of the Framework Agreement and will be current, effective timely and responsive to requirements

II.2.5) Award criteria

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 30

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 30

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 30

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 0

II.2.11) Information about options

Options: No

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: [2022/S 000-024692](#)

Section V. Award of contract

Contract No

Y23038

Lot No

1

Title

ICT Managed Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2023

V.2.2) Information about tenders

Number of tenders received: 29

Number of tenders received from SMEs: 15

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Bytes Software Services

Leatherhead

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2023

V.2.2) Information about tenders

Number of tenders received: 29

Number of tenders received from SMEs: 15

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CDW Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

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Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Trustmarque Solutions Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £2,500,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2023

V.2.2) Information about tenders

Number of tenders received: 29

Number of tenders received from SMEs: 15

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ACS

Northampton

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23028

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2023

V.2.2) Information about tenders

Number of tenders received: 29

Number of tenders received from SMEs: 15

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Insight Direct UK Limited

Sheffield

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

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Number of tenders received: 29

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Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Phoenix Software Ltd

Pocklington

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

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Lot No

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V.2) Award of contract

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Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Cantium Business Solutions

West Malling

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

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Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Total Computer Networks Ltd

Kettering

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

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Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

iomart Group Plc

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

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Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

BUNKER48 LTD

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

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Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Six Degrees Techonology Group Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

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Section V. Award of contract

Contract No

Y23038

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Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Centerprise International Ltd

Basingstoke

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

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Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Stone Group

Stafford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

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Number of tenders received by electronic means: 29

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

UBDS IT Consulting Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

2

Title

ICT Consultancy Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2023

V.2.2) Information about tenders

Number of tenders received: 25

Number of tenders received from SMEs: 13

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Bytes Software Services

Leatherhead

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CDW Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

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Phoenix Software Ltd

Pocklington

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Trustmarque Solutions Limited

London

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The contractor is an SME

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

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V.2.3) Name and address of the contractor

Insight Direct UK Limited

Sheffield

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NUTS code

- UK - United Kingdom

The contractor is an SME

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V.2.3) Name and address of the contractor

Cantium Business Solutions

West Malling

Country

United Kingdom

NUTS code

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iomart Group Plc

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CGI IT UK Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2023

V.2.2) Information about tenders

Number of tenders received: 25

Number of tenders received from SMEs: 13

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

TPXimpact Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

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Lot No

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A contract/lot is awarded: Yes

V.2) Award of contract

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Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Zest Consult Ltd

Bridlington

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

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Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Advanced IT Services

Derby

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

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Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Ultima Business Solutions Ltd

Reading

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

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V.2) Award of contract

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Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

New Networks Limited

Knutsford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section V. Award of contract

Contract No

Y23038

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

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Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 25

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

UBDS IT Consulting Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £0.1 / Highest offer: £250,000,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Commercial Services Kent Ltd

1 Abbey Wood Road

Kings Hill

ME19 4YT

Email

csgprocurement@csLtd.org.uk

Country

United Kingdom