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Planning

## Operational IT Services

Lincolnshire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-013663

Procurement identifier (OCID): ocds-h6vhtk-045598

Published 26 April 2024, 4:45pm

### Section I: Contracting authority

#### I.1) Name and addresses

Lincolnshire County Council

County Offices, Newland

Lincoln

LN1 1YL

#### Contact

Mr Steven Campbell

#### Email

[steven.campbell@lincolnshire.gov.uk](mailto:steven.campbell@lincolnshire.gov.uk)

#### Country

United Kingdom

## **Region code**

UKF3 - Lincolnshire

## **Internet address(es)**

Main address

<https://www.lincolnshire.gov.uk>

Buyer's address

<https://www.lincolnshire.gov.uk>

## **I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

## **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**

Operational IT Services

Reference number

DN721491

#### **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**

Lincolnshire County Council is pleased to share that it will be procuring an Operational IT service contract in the near future and is seeking to engage with prospective suppliers to shape the requirements in preparation. This follows a number of pre-procurement market engagement events on the wider programme of work for the Council's future IT service delivery model held in September and October of 2023.

The scope of the requirement will include provision of:

- A service desk and end-user support (including priority users (VIPs))
- Service management
- End-user device management
- Application support
- Managed cloud (Azure) services
- Infrastructure support

The Council will host a meeting via Microsoft Teams to which all interested suppliers are

invited. This meeting will be held on Thursday 9th May 2024 at 3.30pm where the Council will, provide updates on the requirement; present further details on the proposed procurement and timescales; introduce the team as well a short Question and Answer opportunity.

The Council invites prospective suppliers to participate in this market engagement event, by completing the form below to the Pre-Market event within the Proactis Pro-Contract e-tending Portal ("Pro-Contract"), and submit your completed form using this event by 5pm on the 7th May 2024.

Further pre-procurement market engagement information will then be published on the 10th May 2024 on Pro-Contract. This will include a questionnaire providing interested suppliers with an opportunity to provide written feedback on the proposed service and procurement. The closing date for this will be 5pm on the 30th May 2024. The Council invites all interested suppliers, irrespective of their attendance to the Teams call on the 9th May, to participate in the questionnaire.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKF3 - Lincolnshire

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

Lincolnshire County Council in developing is Future IT Service Delivery model, is looking for an innovative and agile partner to work with the Council and its other partners and vendors, to deliver a strong and responsive IT Operational Service.

The Council is looking for a partner to meet the Council's current requirements and to work with over the contract term to develop and improve its services. The supplier will be a strategic partner for LCC and as such will be required to operate collaboratively and innovatively.

Through this contract, the Council is aspiring to achieve:

- User-experience optimisation – aligning processes to industry best practice and engendering a culture of delivering 'right first time'.

- Innovation and digital transformation – improved business services for the Council
- Automation and efficiency – the faster resolution of IT issues to minimise downtime, improve user experience and lower delivery costs.
- Security and compliance – improved security posture for the Council.

The main Operational IT Services that fall within the scope of this provider will include the following:

- Service Desk and End User support (including VIPs)
- Service Management
- End User Device Management
- Application Support
- Managed Cloud (Azure services)
- Infrastructure Support

This event follows a number of pre-procurement market engagement events on the wider programme of work for the Council's future IT Service Delivery model held in September and October of 2023. The Council has included materials from these events within Pro-Contract to support prospective suppliers.

In summary, the other main contracts which constitute the Council's Future IT Service Delivery model are:

- Security Operations Centre
- Professional Services Delivery partner
- Wide Area Network (this contract is already in place)

Procurement activities to engage providers for the Security Operations Centre and Professional Services Delivery partner will be managed as separate programmes of work.

It is proposed that the Council's IT team will retain overall responsibility for strategy, governance, standards and risk, as well as the following core services / functions:

- Business Engagement

- Projects and Portfolio Management\*
- Technical Architecture
- Supplier Management
- Datacentre Facilities
- Data Services

\*The Council has a limited project management capability and this will be supplemented by a professional services delivery partner.

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If there is a technical issue with the Pro-Contract, please contact the helpdesk at <https://suppliersupport.proactisservicedesk.com/>

## **II.3) Estimated date of publication of contract notice**

17 June 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes