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Tender

IT Service Management

Police, Fire and Crime Commissioner for Northamptonshire

F02: Contract notice

Notice identifier: 2024/S 000-014927

Procurement identifier (OCID): ocids-h6vhtk-045883

Published 10 May 2024, 10:49am

Section I: Contracting authority

I.1) Name and addresses

Police, Fire and Crime Commissioner for Northamptonshire

Darby House, Darby Close, Park Farm Industrial Estate

Wellingborough

NN8 6GS

Contact

Claire Fox

Email

claire.fox@northants.police.uk

Telephone

+44 7557778742

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

n/a

Internet address(es)

Main address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/105822>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/105822>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=81546&B=BLUELIGHT

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=81546&B=BLUELIGHT

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Service Management

Reference number

OPFCC Northamptonshire

II.1.2) Main CPV code

- 48620000 - Operating systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Northamptonshire's Police Fire and Crime Commissioner is looking to procure a joint IT Service Management (ITSM) platform for Police and Fire customers.

The IT Technical Support team currently have to use two ITSM platforms, one an older version (for Police) and more recent version for Fire.

The Police system has on average 2.2k incidents and requests coming through each month, Fire has approximately 120.

The two-system set up has proved to be a significant complication for Technical Support teams as well as for business customers.

II.1.5) Estimated total value

Value excluding VAT: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48430000 - Inventory management software package
- 48600000 - Database and operating software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

NN8 6GS

II.2.4) Description of the procurement

Northamptonshire's Police Fire and Crime Commissioner is looking to procure a joint IT Service Management (ITSM) platform for Police and Fire customers.

The IT Technical Support team currently have to use two ITSM platforms, one an older version (for Police) and more recent version for Fire.

The Police system has on average 2.2k incidents and requests coming through each month, Fire has approximately 120.

The two-system set up has proved to be a significant complication for Technical Support teams as well as for business customers.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £600,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

3 June 2024

Local time

1:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

3 June 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

PFCC for Northamptonshire

Darby House, Darby Close, Park Farm Industrial Estate, Wellingborough.

Northampton

NN8 6GS.

Email

clairefox@northants.police.uk

Country

United Kingdom