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Tender

ICT Managed Service Regional Framework

Chief Constable for Devon and Cornwall Police

F02: Contract notice

Notice identifier: 2023/S 000-015164

Procurement identifier (OCID): ocds-h6vhtk-03cffd

Published 26 May 2023, 4:54pm

Section I: Contracting authority

I.1) Name and addresses

Chief Constable for Devon and Cornwall Police

Police HQ, Middlemoor

Exeter

EX2 7HQ

Contact

Rebecca Boyd

Email

rebecca.boyd@devonandcornwall.pnn.police.uk

Country

United Kingdom

Region code

UKK - South West (England)

National registration number

N/A

Internet address(es)

Main address

<http://www.devon-cornwall.police.uk/your-right-to-information>

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=68504&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=68504&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

ICT Managed Service Regional Framework

Reference number

802

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

The high level scope of the requirement is to provide a regional framework for ICT managed services, from first point of contact through to successful and timely resolution, supply or implementation either by itself or where applicable via the Customer's other contracted partners.

The services required will be:

- Service Management
- Customer Service Desk
- Applications
- End User Workplace
- Technical Security
- Hosting
- Data and Voice Network
- Field Mobile

- Airwave
- Resources

II.1.5) Estimated total value

Value excluding VAT: £175,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50312600 - Maintenance and repair of information technology equipment
- 50312610 - Maintenance of information technology equipment
- 50312620 - Repair of information technology equipment
- 72222000 - Information systems or technology strategic review and planning services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review services
- 72267100 - Maintenance of information technology software
- 72267200 - Repair of information technology software

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

The high level scope of the requirement is to provide a regional framework for ICT managed services, from first point of contact through to successful and timely resolution, supply or implementation either by itself or where applicable via the Customer's other contracted partners.

The services required will be:

- Service Management
- Customer Service Desk
- Applications
- End User Workplace
- Technical Security
- Hosting
- Data and Voice Network
- Field Mobile
- Airwave
- Resources

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 50%

II.2.6) Estimated value

Value excluding VAT: £175,000,000

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

Start date

1 October 2023

End date

30 September 2027

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

21 July 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

21 July 2023

Local time

12:00pm

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

The High Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

CEDR

London

Country

United Kingdom

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

CEDR

London

Country

United Kingdom