

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017389-2021>

Tender

## **Managed Services - Y20023**

Kent County Council (T/a KCS)

F02: Contract notice

Notice identifier: 2021/S 000-017389

Procurement identifier (OCID): ocds-h6vhtk-02cb5b

Published 22 July 2021, 4:16pm

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

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

Kent County Council (T/a KCS)

Head Office, 1 Abbey Wood Group, Kings Hill

West Malling

ME19 4YT

#### **Contact**

Mr Ian Day

#### **Email**

[csgprocurement@csltd.org.uk](mailto:csgprocurement@csltd.org.uk)

#### **Telephone**

+44 1622236697

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

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

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

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=b7619b04-fbea-eb11-810d-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=b7619b04-fbea-eb11-810d-005056b64545>

**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**

Managed Services - Y20023

Reference number

DN558398

#### **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**

Framework Agreement for Managed Services

'Managed Service' is the practice of outsourcing day-to-day management responsibilities and functions as a strategic method for transforming and improving business processes, through efficiencies, effectiveness and cutting operating costs. A service may include, but not be limited to the list of potential requirements listed below. Suppliers to this framework will need the ability to offer and provide directly or indirectly via Sub-Contractors the full range listed below.

Individual opportunities will need to be tailored to meet the Customer's requirement to improve efficiency, provide an agile and reliable solution that will transform and meet their business objectives.

#### **II.1.5) Estimated total value**

Value excluding VAT: £500,000,000

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

This contract is divided into lots: No

### **II.2) Description**

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

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems
- 64000000 - Postal and telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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

NUTS codes

- UK - United Kingdom

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

‘Managed Service’ is the practice of outsourcing day-to-day management responsibilities and functions as a strategic method for transforming and improving business processes, through efficiencies, effectiveness and cutting operating costs. A service may include, but not be limited to the list of potential requirements listed below. Suppliers to this framework will need the ability to offer and provide directly or indirectly via Sub-Contractors the full range listed below.

Individual opportunities will need to be tailored to meet the Customer’s requirement to improve efficiency, provide an agile and reliable solution that will transform and meet their business objectives.

List of Potential Requirements

Indicative requirements include, but are not limited to, the following:

Reprographic and Mail Services

- Offsite Print and Document Services
- Bulk Scanning
- Wide Format
- Downstream Access (clean mail, sort mail)

- Hybrid Mail Services
- Secure Mail
- High Volume Quick Turn Print Services
- Specialist Print (Litho (traditional print process), Brochures, Embossing)
- Finishing - Square Back, Perfect Bind, Case Bind, Laminating, Dry Mounting, Encapsulating

#### Print Management

- Print Consultancy/Audit
- Production and Project Management Service
- Software
- Hardware (full range including, wide format and 3D printers)
- Scanning

#### Audio Visual Solutions Management

- Interactive Products and Solutions
- Optimised Visitor Management Systems
- Digital Signage

#### CCM (Component Content Management) Systems and Marketing Services – (bills, policies, statements, renewals)

- Sourcing, Production and Delivery of Printed and Digital Communications
- Print management – Corporate Brochures, POS, Large Format Outdoor Posters
- On Site Marketing and Creative Services
- Print Buying Services
- Promotional Merchandise

- Permanent POS (Exhibitions, Events etc.)

#### Automated Financial Processing Services

- Credit/Debit Card Processing
- Payment Systems
- Mobile Applications
- POS Systems
- Income Payroll Management

#### Purchase to pay automation

- Outsourced Scan and Capture for Paper Invoices
- Supplier Electronic Invoicing Enablement Services
- Interoperability with Supplier Networks
- Easy Plug-in Integration with Existing ERP systems
- Implementation Services to include:

- o Project Management

- o Process Design

- o Software Configuration

- o System Testing

- o Change Management

#### Human Resources and Payroll

- Digital Interviewing Solutions
- Income/Payroll Management

#### Communication Systems

- Voice and Data Communication Systems
- Call Handling System
- Radio Systems
- IP Telephone Systems
- VoIP Telephone Systems
- Call Packages
- Connectivity
- Numbering
- Records Management
- File Sharing Services
- Analytics and Forecasting
- Network Audio Systems

#### Artificial Intelligence

- Augmented Reality, Virtual Reality, Intelligent Video

#### Mobile Technologies

- Mobile Payment and Top Up
- Mobile Security
- Device Management
- Hardware
- Software

#### Cloud Storage Management and Solutions

- Public, Private or Hybrid solutions

## IP Networking Services

- To provide end to end internet and local connectivity specifying how data is addressed, transmitted, routed and received at the destination.

- Firewall
- Anti-Virus
- E Safety Solution
- Broadband Connectivity and Hosting
- IoT (Internet of Things) Platforms

## ICT Systems Management

- Support and Maintenance
- Authentication
- On-site Support
- Remote Support
- IT Helpdesk
- Annual Health Check
- Pre Ofsted Check
- Routine Maintenance
- MIS Support
- Training
- ICT Strategy and Planning
- Connectivity
- Safeguarding and Security
- Strategy and Planning

- ICT infrastructure
- Hardware
- Software
- Schools Management Services
- Data back-up and recovery

#### Server Hosting

- UK Based Support
- Data Storage and Back Up
- Dedicated Account Manager

#### IT Server Management

- Server Security
- Server Support
- Technical Support
- Network Solutions and Maintenance

#### Support Services

- Security
- CCTV
- Camera Systems and Solutions
- Network Video Managed Solutions
- Video Analytics
- Wearable Cameras
- Software

- HR Solutions
- Biometrics

Telecommunications Supplies and Services

Facilities

- Access Control Solutions
- Digital Archiving and Storage
- Office Transformation
- Space Planning
- Document Disposal
- Furniture
- Video Conferencing
- Digital Signage
- Smart Lockers

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

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

#### **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

### **II.2.14) Additional information**

To gain access and complete the necessary documents please follow the instruction below

Visit - [WWW.Kentbusinessportal.org.uk](http://WWW.Kentbusinessportal.org.uk)

Select - Opportunities

Select Organisation - Commercial Services

Select the opportunity appropriate to you from the list provided

Express interest - you may need to register first

Once successful expression is completed you can access and complete the requirements in two ways

1 - when you register you will receive a successful registration email, this also contains an link taking you direct to the opportunity

2 - when you log in to proactis go to my activities, select commercial services and you will be presented with the opportunity.

Following the instruction from herein

As evidence of KCS/KCC's commitment to open, competitive tendering, Cantium Business Solutions (a wholly owned subsidiary of KCC), will compete for a position on the Framework Agreement. It should be noted that KCS Professional Services are independent and operate separately from Cantium Business Solutions and will follow protocols as detailed in this ITT for evaluating and scoring submitted Tenders. It will be the responsibility of Customers to follow the Public Contract Regulations (PCRs) when conducting Direct Awards or Further Competitions.

---

## **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 several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

#### **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

27 August 2021

Local time

2:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 4 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

27 August 2021

Local time

2:15pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Member Authorities that have expressed interest in accessing the Framework Agreement from the outset are:

Hampshire County Council

Hertfordshire County Council

Kent County Council (via KCS Professional Services)

Other public bodies will have access to this Framework Agreement but may only do so with the agreement of the Contracting Authority. Those organisations who may wish to access this Framework Agreement will be members, Affiliates and associates of the CBC Group, local government authorities, the police service, the fire service, the NHS and NHS trusts, housing associations, third sector organisations, academic centres (including Academies), free schools, publicly funded organisations and publicly owned private companies, operating within the geographic boundaries of the United Kingdom, Channel Islands, Northern Ireland and Isle of Man (each a Participating Authority and collectively Participating Authorities)

The Framework Agreement will also be open for use by all other local authorities and public sector bodies. Full details of the classification of potential Participating Authorities and Customer's geographical areas and organisation classifications are detailed as follows:

#### **LOCAL AUTHORITY COUNCILS:**

England:

County, Unitary, District, Borough, and Metropolitan Councils. (Parish and Community Councils are also permissible users). See link:

<https://www.registers.service.gov.uk/registers>

<https://www.local.gov.uk/topics>

<http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm>

Northern Ireland: Administered across 26 Districts of Northern Ireland. See link:

<http://www.nidirect.gov.uk/local-councils-in-northern-ireland>

Scotland: Administered across 32 Council areas. See link:

<http://www.cosla.gov.uk/scottish-local-government>

Wales: Administered across 22 Council areas. See link:

<http://wales.gov.uk/topics/localgovernment/?skip=1andlang=en>

Isle of Man: Administered across 22 local authorities, consisting of 4 town authorities, 2 district authorities, 2 village authorities, and 14 parish authorities.

<https://www.gov.im/categories/home-and-neighbourhood/local-authorities/local-authority-contacts/>

Channel Islands:

<https://www.gov.je/Government/Departments/Pages/default.aspx>

<https://www.gov.gg/article/152949/Government-Departments>

EMERGENCY SERVICES:

POLICE:

National

<https://www.btp.police.uk/>

<http://www.mod.police.uk>

<http://www.npas.police.uk/>

England

<http://www.police.uk/forces.htm>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Northern Ireland

<https://www.police.uk/northern-ireland/>

Scotland

<http://www.scotland.police.uk/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Wales

<https://www.police.uk/dyfed-powys/>

<https://www.police.uk/gwent/>

<https://www.police.uk/north-wales/>

<https://www.police.uk/south-wales/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Isle of Man

<https://www.iompolice.im/>

Channel Islands

<https://jersey.police.uk/>

<http://www.guernsey.police.uk/>

FIRE and RESCUE

UK – England, Scotland, Northern Ireland, Wales, IOM

<http://www.fireservice.co.uk/information/ukfrs/>

<https://www.ukfirestations.co.uk/brigades>

Channel Islands

<https://www.gov.je/Government/Departments/HomeAffairs/Pages/default.aspx>

MARITIME AND COASTGUARD AGENCY

UK – England, Scotland, Northern Ireland, Wales, IOM

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/about/access-and-opening>

Isle of Man

<https://www.gov.im/coastguard>

Channel Islands

<http://www.ports.je/JerseyCoastguard/Pages/default.aspx>

<https://www.rnli.org.gg/guernseys-lifeboat/>

NHS/HEALTH BODIES AND AMBULANCE SERVICES:

England

<https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx>

East Midlands Ambulance Service NHS Trust

<http://www.emas.nhs.uk>

East of England Ambulance Service NHS Trust

<http://www.eastamb.nhs.uk>

London Ambulance Service NHS Trust

<http://www.londonambulance.nhs.uk>

North East Ambulance Service NHS Foundation Trust

<http://www.neas.nhs.uk>

North West Ambulance Service NHS Trust

<http://www.nwas.nhs.uk>

South Central Ambulance Service NHS Foundation Trust

<http://www.southcentralambulance.nhs.uk>

South East Coast Ambulance Service NHS Foundation Trust

<http://www.secamb.nhs.uk>

South Western Ambulance Service NHS Foundation Trust

<https://www.swast.nhs.uk/welcome>

West Midlands Ambulance Service NHS Trust

<http://www.wmas.nhs.uk>

Yorkshire Ambulance Service NHS Trust

<http://www.yas.nhs.uk>

Northern Island

<http://www.hscni.net/index.php?link=trusts>

<http://www.niamb.co.uk/>

Scotland

<https://www.scot.nhs.uk/sites-a-z/>

<http://www.scottishambulance.com/WhatWeDo/Default.aspx>

Wales

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

<https://www.ambulance.wales.nhs.uk/>

Isle of Man

<https://www.gov.im/about-the-government/departments/health-and-social-care/>

<https://www.gov.im/categories/health-and-wellbeing/isle-of-man-ambulance-service/>

## Channel Islands

<https://www.gov.je/Government/Departments/HealthSocialServices/Pages/index.aspx>

<https://www.gov.gg/article/119652/Health-Social-Care--Wellbeing>

<https://www.gov.je/pages/contacts.aspx?contactid=87>

<https://stjohn.gg/>

## CENTRAL GOVERNMENT DEPARTMENTS AND THEIR AGENCIES:

<http://www.direct.gov.uk/en/DI1/Directories/A-ZOfCentralGovernment/index.htm>

## REGISTERED SOCIAL LANDLORDS:

Government-funded, not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.

## England

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

## Scotland

<https://directory.scottishhousingregulator.gov.uk/Pages/Datasets-and-Reports.aspx>

## Northern Ireland

<https://www.nidirect.gov.uk/contacts/housing-associations>

## Wales

<https://gov.wales/>

## Isle of Man

<https://www.gov.im/categories/home-and-neighbourhood/affordable-housing/public-sector-housing/housing-authority-contacts/>

## Channel Islands

<https://www.gov.je/Home/RentingBuying/OtherRentalOptions/Pages/OtherHousing.aspx>

<http://www.gha.gg/>

## EDUCATIONAL ESTABLISHMENTS:

Nursery, primary, middle or high schools, secondary schools, Academies, free schools, special schools, Pupil Referral Units (PRU), further education colleges, universities.

UK – England, Scotland, Northern Ireland, Wales

<http://www.schoolswebdirectory.co.uk/index.php>

<https://get-information-schools.service.gov.uk/>

<https://www.hefcw.ac.uk/>

<http://www.universitiesuk.ac.uk/aboutus/members/Pages/default.aspx>

Isle of Man

<https://www.gov.im/categories/education-training-and-careers/schools-and-colleges/>

Channel Islands

<https://www.gov.je/Education/Schools/FindingSchool/Pages/default.aspx>

<https://www.gov.gg/article/163185/Education-Working--Retiring>

## CHARITIES

England and Wales

<https://www.gov.uk/government/organisations/charity-commission>

Scotland

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

Northern Ireland

<https://www.charitycommissionni.org.uk/charity-search/>

Isle of Man

<https://www.gov.im/categories/home-and-neighbourhood/charities/index-of-registered->

[charities-and-departmental-information/](#)

Channel Islands

<http://www.jerseycharities.org/members>

<http://www.charity.org.gg/Find>

Suppliers are advised that the Contracting Authority, its Affiliates and/or Participating Authorities, reserve the right to supply the tendered products, Services, and commodities to companies that have a majority public sector ownership by any of the public sector bodies referred to above during the Framework Agreement period as stated in this document, for the purpose of selling to other public, private and third sector organisations.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Commercial Services Kent Lt

1 Abbey Wood Road, Kings Hil

West Malling

ME19 4YT

Email

[csgprocurement@csltd.org.uk](mailto:csgprocurement@csltd.org.uk)

Country

United Kingdom