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Tender

## **Managed IT Support Services**

Hartlepool Borough Council

F02: Contract notice

Notice identifier: 2022/S 000-019781

Procurement identifier (OCID): ocds-h6vhtk-0353ed

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

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

Hartlepool Borough Council

Civic Centre, Victoria Road

Hartlepool

TS24 8AY

#### **Contact**

Mrs Karen Cooper

#### **Email**

[karen.cooper@hartlepool.gov.uk](mailto:karen.cooper@hartlepool.gov.uk)

#### **Telephone**

+44 1429523009

#### **Country**

United Kingdom

**NUTS code**

UKC11 - Hartlepool and Stockton-on-Tees

**Internet address(es)**

Main address

<http://www.hartlepool.gov.uk>

Buyer's address

<http://www.hartlepool.gov.uk>

**I.3) Communication**

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

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

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>

**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**

Managed IT Support Services

Reference number

DN623119

#### **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 Authority will be appointing a single service provider to deliver the Services. The new contract arrangement is anticipated to be a single sourced, full scope ICT managed services contract as described in Document 3. The new service provider will be responsible for service integration and management across the ICT landscape, working collaboratively with the Authority to input to, and deliver against, the overall ICT Strategy. The Authority's inhouse ICT team are anticipating managing the relationship with the Directorates and working with the new service provider to ensure coordinated and controlled ICT development, change and embracing continuous, user centric, improvement. A high level overview of the Services is: - Service Integration and Service Management - End User Computing - Service Desk - Hosting and Data Centre Services - Network Services - Application Support and Development - Procurement – Hardware / Software - Project Management - Managed Print

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

This contract is divided into lots: No

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

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

- 30200000 - Computer equipment and supplies

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKC11 - Hartlepool and Stockton-on-Tees

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

Hartlepool Borough Council are conducting a procurement for the provision of full scope ICT managed services via Restricted Process to replace an existing arrangement that expires in September 2023.

Through this selection phase and a subsequent ITT phase, the Council will identify a single supplier to provide full scope ICT managed services for a maximum of 6 years (4+1+1) with effect from September 2023.

This selection phase is open to all potential providers of full scope ICT managed services and interested providers will be required to complete a Pre-Qualification Questionnaire. The Council will down select five suppliers to proceed to the ITT phase based on the responses to the questionnaire.

Hartlepool Borough Council employs approximately 2,000 staff to deliver public services to a population of over 93,000 residents and has set out its ICT strategy that outlines how, over the coming years, the Council will improve services for its residents and employees by positioning ICT (and digital) as a business enabler. The Council is excited about working with providers who can help shape and deliver the Council's ambitions.

A high-level service specification is available for reference (Document 3), however, the scope of the procurement can be summarised as:

#### **Service Integration and Service Management**

- Full ICT support and integration services across multiple service components including operational management of Council-owned 3rd party contracts; continual service improvement and user-centric ways of working; asset, licence and configuration management; using owned instance of ITSM toolset

#### **End User Computing**

- Provision of support and enabling services to allow end users to work 'any time' and 'anywhere'. Includes support of physical devices (laptops, desktops & corporate tablets)

and installed software, remote take-over

#### Service Desk

- UK based single point of contact for end users; Provides self-help and multi-channel contact; Targets first contact resolution; passes user records on to other resolver groups; provision and deployment of applicable ITSM toolset

#### Hosting and Data Centre Services

- Manage existing hosting environment in 3rd party data centre facility; expertise on design and migration to future cloud-based alternative; manage full life cycle of supported services; DR/BC provision

#### Network Services

- Office WiFi & LAN; Inter-site connections; Dark fibre link, Outbound connectivity (internet, PSN); Network services (DNS, DHCP, WiFi Certs, Firewall, Monitoring); SIP trunking and session controller management

#### Application Support and Development

- Facilitate and coordinate application maintenance services and provision of lifecycle management of the application estate against an application strategy

#### Procurement – Hardware / Software

- Single point of contact for the procurement of all Council ICT hardware, ensuring value for money purchase of defined equipment

#### Project Management

- Provision of resources to support the Council in delivering programmes and projects across a wide range of ICT activities
- Managed Print

Coordinate and manage print services to support the Council's printing, scanning, and copying requirements through an incumbent sub-contractor

#### **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

Yes

Description of renewals

4, 5 or 6 years dependent on extension options

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

**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**

Restricted 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

19 August 2022

Local time

5:00pm

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

English

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 4, 5 or 6 years dependent on extension options

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

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

Hartlepool Borough Council

Hartlepool

Country

United Kingdom