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Tender

## **SC22223 - C-Care Technology Resilience Voucher Scheme**

Kent County Council

F02: Contract notice

Notice identifier: 2022/S 000-021148

Procurement identifier (OCID): ocds-h6vhtk-035855

Published 2 August 2022, 3:31pm

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

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

Kent County Council

Sessions House

Maidstone

ME14 1XQ

#### **Contact**

Mr Cameron Croucher

#### **Email**

[Cameron.Croucher@kent.gov.uk](mailto:Cameron.Croucher@kent.gov.uk)

#### **Telephone**

+44 3000411901

#### **Country**

United Kingdom

**Region code**

UKJ4 - Kent

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

[www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk)

**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

SC22223 - C-Care Technology Resilience Voucher Scheme

Reference number

DN626053

#### 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

C-Care is cross-Channel Interreg project which aims to respond to some of the socio-economic challenges brought about by the Covid-19 pandemic. C-Care is led by Kent County Council and involves 3 other English and 3 French partner organisations who are jointly implementing the project. C-Care will provide support to businesses and individuals at risk of exclusion in the France-Channel England area to aid economic recovery.

As part of this project, the Growth & Communities Division within GET is leading on a technology resilience voucher pilot scheme to provide support to Kent businesses. The scheme was launched in November 2021 when Kent SMEs could start to apply for vouchers. A framework of suppliers was procured during the summer of 2021 which resulted in seven suppliers being selected and approved to provide services to Kent businesses under the voucher scheme. A total number of 385 applications were received between November 2021 and June 2022 and 320 were approved. However, 74 (23.12%) of these which have been withdrawn - the main reason being given by SMEs was a lack of a suitable supplier on the framework to deliver the service they wanted. Not every lot was filled by suppliers and only 4 of the 7 suppliers have actually been selected by beneficiary SMEs to complete a voucher project. Some current suppliers have also indicated that they are very near to reaching full capacity to deliver voucher projects.

As of July 2022, the scheme has committed around 50% of the available funding but KCC needs to procure the services of some additional suppliers (businesses offering a range of digital services to other companies) with whom, successful voucher applicants can carry out a technology resilience project which will be paid for by the C-Care project. A detailed

analysis of the scheme to date has indicated that additional suppliers should be sourced to provide services against the following lots to respond to demand from Kent SMEs:

- Web-Based Activities
- Digital Marketing and Promotional Activities
- Equipment and Small Investments to Facilitate Digital Activity

The scheme supports Kent businesses in making changes to their business models or developing new digital processes to build in resilience to the company and finding new ways to connect to customers e.g. adopting a click and collect procedure, putting in place an online payment process, adapting a website to engage with new customers etc.

The voucher scheme is worth around £300,000 (depending on the Euro exchange rate) and aims to support 300 Kent-based SMEs (small & medium sizes enterprises). The scheme launched in November 2021 and will run until the end of 2022 (subject to the number of applications received and the voucher budget being allocated).

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

Web-based Activities

Lot No

1

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

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

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

NUTS codes

- UKJ4 - Kent

## II.2.4) Description of the procurement

C-Care is cross-Channel Interreg project which aims to respond to some of the socio-economic challenges brought about by the Covid-19 pandemic. C-Care is led by Kent County Council and involves 3 other English and 3 French partner organisations who are jointly implementing the project. C-Care will provide support to businesses and individuals at risk of exclusion in the France-Channel England area to aid economic recovery.

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### **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

6

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: Yes

Identification of the project

The scheme is being funded by the European Regional Development Fund and the Interreg France-Channel-England Programme.

## **II.2) Description**

### **II.2.1) Title**

Remote Working Technologies

Lot No

2

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKJ4 - Kent

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

C-Care is cross-Channel Interreg project which aims to respond to some of the socio-economic challenges brought about by the Covid-19 pandemic. C-Care is led by Kent County Council and involves 3 other English and 3 French partner organisations who are jointly implementing the project. C-Care will provide support to businesses and individuals at risk of exclusion in the France-Channel England area to aid economic recovery.

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

Duration in months

6

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: Yes

Identification of the project

The scheme is being funded by the European Regional Development Fund and the Interreg France-Channel-England Programme.

## **II.2) Description**

### **II.2.1) Title**

Software solutions & Apps

Lot No

3

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKJ4 - Kent

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

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

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

Duration in months

6

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: Yes

Identification of the project

The scheme is being funded by the European Regional Development Fund and the Interreg France-Channel-England Programme.

## **II.2) Description**

### **II.2.1) Title**

Digital Marketing & Promotional Activities

Lot No

4

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKJ4 - Kent

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

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

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

Duration in months

6

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: Yes

Identification of the project

The scheme is being funded by the European Regional Development Fund and the Interreg France-Channel-England Programme.

## **II.2) Description**

### **II.2.1) Title**

Skills & Capacity Building

Lot No

5

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKJ4 - Kent

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

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

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

Duration in months

6

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: Yes

Identification of the project

The scheme is being funded by the European Regional Development Fund and the Interreg France-Channel-England Programme.

## **II.2) Description**

### **II.2.1) Title**

Equipment & small investments to facilitate digital activity

Lot No

6

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKJ4 - Kent

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

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Duration in months

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#### **II.2.10) Information about variants**

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### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

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Identification of the project

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## **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

Envisaged maximum number of participants to the framework agreement: 20

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: No

### **IV.2) Administrative information**

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

Date

1 September 2022

Local time

12:00pm

**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: 6 (from the date stated for receipt of tender)

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

Date

1 September 2022

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

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

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

Kent County Council

Invicta House

Maidstone

ME14 1XQ

Email

[cameron.croucher@kent.gov.uk](mailto:cameron.croucher@kent.gov.uk)

Country

United Kingdom

Internet address

[www.kentbusiness.org.uk](http://www.kentbusiness.org.uk)