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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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.kentbusinessportal.org.uk

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

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 However, 74 (23.12%) of these which have been withdrawn - the main reason being given by SMEs was a lack of a suitable supplier on the framework to deliver the service they wanted.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

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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

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

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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.2.7) 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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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

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

Country

United Kingdom

Internet address

www.kentbusiness.org.uk