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Tender

## **Y23038 - Supply of ICT Managed Services and Consultancy**

Kent County Council (t/a KCS Procurement Services)

F02: Contract notice

Notice identifier: 2022/S 000-024692

Procurement identifier (OCID): ocids-h6vhtk-036580

Published 2 September 2022, 3:48pm

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

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

Kent County Council (t/a KCS Procurement Services)

Head Office, 1 Abbey Wood Group, Kings Hill

West Malling

ME19 4YT

#### **Contact**

Miss Tamara Stevens

#### **Email**

[csgprocurement@cs ltd.org.uk](mailto:csgprocurement@cs ltd.org.uk)

#### **Country**

United Kingdom

#### **Region 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=559db07f-e829-ed11-8119-005056b64545>

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=559db07f-e829-ed11-8119-005056b64545>

**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**

Y23038 - Supply of ICT Managed Services and Consultancy

Reference number

DN631038

#### **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**

This Framework Agreement will be split into two (2) LOTS.

LOT 1 - ICT Managed Services.

Awarded Supplier(s) must be capable of supplying a range of delivery models including supply and fit, support and maintenance, systems configuration and management, hybrid or fully managed ICT service, integration of services with other technologies and/or contractors' solutions, both cloud and on-premise options, including but not limited to:

- ICT Support and Maintenance
- ICT Strategy and Planning
- Connectivity
- Cloud Solutions
- Safeguarding and Security
- Strategy and Planning
- Data Storage and Back Up

- Networking Solutions
- ICT Infrastructure
- Consultancy

In the context of the solutions required, ICT infrastructure can include but not be limited to hardware, software, network, peripheral equipment, audio-visual equipment, user devices and mobile connectivity (as an integrated package within user devices).

## LOT 2 - ICT Consultancy Services

Awarded Suppliers must be capable of providing full spectrum, and multidisciplinary consultancy Services that may extend beyond the scope of the Goods/Services purchased and referenced in LOT 1. Technology and associated and related disciplines, including but not limited to:

- Audit
- Assessment
- Design
- Consultancy and Support
- Configuration Support
- Cyber Security
- Discovery and Analysis
- Planning Strategies
- Project Scoping
- Project Management
- Programme Management
- Cost Modelling
- Operational Modelling
- Cloud Solutions

- Server Solutions
- Software
- Hardware
- Risk Assessment/Management
- Risk Mitigation
- Security
- Cost Analysis
- ICT Digital Strategy Development
- Quality and Testing
- Project Implementation
- Systems
- Maintenance
- ICT Systems, Processes and Policies.

As relevant industries, technologies and specialities evolve and advance, it is anticipated that any future consultancy provisions will be made available as part of the Framework Agreement and will be current, effective timely and responsive to requirements.

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

Value excluding VAT: £500,000,000

#### **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**

## ICT Managed Services

Lot No

1

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

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

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

NUTS codes

- UK - United Kingdom

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

Supplier(s) must be capable of supplying a range of delivery models including supply and fit, support and maintenance, systems configuration and management, hybrid or fully managed ICT service, integration of services with other technologies and/or contractors' solutions, both cloud and on-premise options, including but not limited to:

- ICT Support and Maintenance

- o On-Site Support

- o Remote Support

- o Annual Health Check

- o Pre Ofsted Check

- o Routine Maintenance

- o MIS Support

- o Training

- ICT Strategy and Planning

- Connectivity

- Cloud Solutions

- Safeguarding and Security
- Strategy and Planning
- Data Storage and Back Up
- Networking Solutions
- ICT Infrastructure
- Consultancy

Tenderers should state in Annex D – Tenderers Response LOT 1 their ability to provide the Services as listed.

In the context of the solutions required, ICT infrastructure can include but not be limited to hardware, software, network, peripheral equipment, audio-visual equipment, user devices and mobile connectivity (as an integrated package within user devices).

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £250,000,000

#### **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

## **II.2) Description**

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

LOT 2 – ICT Consultancy Services

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

- UK - United Kingdom

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

Suppliers must be capable of providing full spectrum, and multidisciplinary Consultancy Services that may extend beyond the scope of the Goods/Services purchased and referenced in LOT 1. Technology and associated and related disciplines, including but not limited to:

- Audit
- Assessment
- Design
- Consultancy and Support
- Configuration Support
- Cyber Security
- Discovery and Analysis
- Planning Strategies
- Project Scoping
- Project Management
- Programme Management
- Cost Modelling
- Operational Modelling
- Procurement and Supply
- Risk Management
- Opportunity Management

- Policy Reviews and Advice
- Cloud Solutions
- Server Solutions
- Software
- Hardware
- Infrastructure
- Data Protection
- Process Mapping and Optimisation
- Risk Assessment
- Risk Management
- Risk Mitigation
- Security
- Cost analysis
- ICT Digital Strategy Development
- Disaster Recovery
- Individual Specialists and or Team of Consultants
- ICT Architecture
- Quality and testing
- ICT Operations and Infrastructure
- Conception development
- Innovation
- Project implementation

- Systems
- Maintenance
- Servicing
- Testing
- Support
- Research, data and analysis based objective recommendations
- ICT Systems, processes and policies.

As relevant industries, technologies and specialities evolve and advance, it is anticipated that any future consultancy provisions will be made available as part of the Framework Agreement and will be current, effective timely and responsive to requirements

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Following the instruction from herein

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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

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

20 October 2022

Local time

2:00pm

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

English

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

Date

20 October 2022

Local time

2:15pm

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: No

### VI.3) Additional information

All 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, 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.

Full details of the classification of potential 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:

A-Z of councils online | Local Government Association

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

<http://www.direct.gov.uk/en/DI1/Directorries/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:

Councils | COSLA

Wales: Administered across 22 Council areas. See link:

Find your local authority | GOV. WALES

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

Home | [Police.uk](#) ([www.police.uk](http://www.police.uk))

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

Northern Island

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

Scotland

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

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

Wales

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

Home | Gwent Police

Home | North Wales Police

<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 Ireland

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

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

Scotland

<https://www.scot.nhs.uk/organisations/>

<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>

St John Ambulance Cymru - Wales' leading first aid charity ([sjacymru.org.uk](http://sjacymru.org.uk))

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/>

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

## 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

Isle of Man Government - Charities

Channel Islands

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

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

Suppliers are advised that the Contracting Authority and its Customers 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 Ltd

1 Abbey Wood Road

Kings Hill

ME19 4YT

Email

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

Country

United Kingdom