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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): ocds-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@csltd.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

# 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

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

## 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

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## 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

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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

# 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

# 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/Dl1/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:

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)

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 Island

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)

CENTRAL GOVERNMENT DEPARTMENTS AND THEIR AGENCIES:

http://www.direct.gov.uk/en/Dl1/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

Country

United Kingdom