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Contract

TD2048 - Service Level Agreement to support the Insight Led Council platform

DERBY CITY COUNCIL

F03: Contract award notice

Notice identifier: 2023/S 000-025431

Procurement identifier (OCID): ocids-h6vhtk-03f517

Published 30 August 2023, 11:56am

Section I: Contracting authority

I.1) Name and addresses

DERBY CITY COUNCIL

Corporation Street

Derby

DE12FS

Contact

Sam Black

Email

procurement@derby.gov.uk

Country

United Kingdom

Region code

UKF11 - Derby

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.derby.gov.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

TD2048 - Service Level Agreement to support the Insight Led Council platform

Reference number

TD2048

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

12 month Service Level Agreement with supplier to maintain a product, including option to

purchase development support through additional service days.

To provide a Service Level Agreement to support the Insight Led Council platform:

- Ongoing daily monitoring of ILC overnight solution (including alerting re: job failures / performing any default procedural corrective actions)
- Minor corrective ILC changes to ILC solution / minor defects
- Knowledge transfer & Training
- Data retention and Archiving
- To provide service pack days to support with change requests or project work to develop

the product.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £43,200

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF11 - Derby

II.2.4) Description of the procurement

12 month Service Level Agreement with supplier to maintain a product, including option to purchase development support through additional service days.

To provide a Service Level Agreement to support the Insight Led Council platform:

- Ongoing daily monitoring of ILC overnight solution (including alerting re: job failures /

performing any default procedural corrective actions)

- Minor corrective ILC changes to ILC solution / minor defects
- Knowledge transfer & Training
- Data retention and Archiving
- To provide service pack days to support with change requests or project work to develop

the product.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Initial 12 months with the option to extend a maximum of twice (meaning there is a total possible extension of 2 years beyond the Initial Term)

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

There will be significant cost and inconvenience to the Authority and economic operators associated with tendering for the following reasons:

If we were to change suppliers we would need to do the following;

- Due to the bespoke nature of the system build (undertaken with current supplier over 18 months) we would need to spend a considerable amount of project and development time with new supplier/developers to understand and establish the programme of works
- Establish if the supplier/developer has the skills to support the design and build and continue the work that has been started
- Train the new supplier on the technical and logical architecture and functional design
- Understanding of DCC internal structures, who does what, which the current supplier already has
- Understanding of business requirements and service delivery which the current supplier already has
- Setting up lines of communication and building good working relationships, which we already have with the current supplier

For IT, there will be tasks associated with the change in supplier which are;

- Remove current supplier from the network
- Add new supplier to the network
- Add new Users to Citrix Access Gateway (2 factor authentication)

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- Project Gateway administration
- IT specification tender review

There will also be tasks associated with the change in supplier that will impact on other services;

- Review the Information Processing Agreement (Information Governance)
- Review the current DPIA (Information Governance)
- Set up of new supplier on CIA (Accounts Payable)
- Going out to procurement (Procurement Team/officers from the relevant services)

The involvement of five additional teams including Policy & Insight means that the cost of change is therefore prohibitive for new providers.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-024300](#)

Section V. Award of contract

Contract No

TD2048

Title

TD2048 - Service Level Agreement to support the Insight Led Council platform

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 August 2023

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Embracent Ltd

Phoenix House, 18 King William Street

EC4N 7BP

Country

United Kingdom

NUTS code

- UKI - London

Companies House

09920398

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £43,200

Total value of the contract/lot: £43,200

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Derby City Council

The Council House, Corporation Street, Derby

Derby

DE1 2FS

Email

procurement@derby.gov.uk

Country

United Kingdom