

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027515-2021>

Tender

TC069 - Information Communications Technology (ICT) Managed Services Provision

The Borough Council of Bolton

F02: Contract notice

Notice identifier: 2021/S 000-027515

Procurement identifier (OCID): ocds-h6vhtk-02f2e9

Published 3 November 2021, 10:41am

Section I: Contracting authority

I.1) Name and addresses

The Borough Council of Bolton

Bolton Town Hall, Victoria Square

Bolton

BL1 1RU

Contact

Mr Irfan Oomer

Email

irfan.oomer@bolton.gov.uk

Country

United Kingdom

NUTS code

UKD36 - Greater Manchester North West

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

www.the-chest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.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

TC069 - Information Communications Technology (ICT) Managed Services Provision

Reference number

DN570488

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

The Borough Council of Bolton ("the Authority") is prepared to receive proposals for a fully ICT Managed Service Provision (the "Services") which will be subject to the tender information enclosed. The Authority is seeking a cost effective, value for money, innovative service provider to meet both the existing and future ICT needs of each of the aforementioned and to achieve service improvements and cost savings. The Authority currently operates an outsourced service.

The ICT services required by the Authority may include, but not be limited to:

- Service Management
- Communications
- IT Configuration
- Business Continuity and Disaster Recovery (BCDR)
- Collaboration & Email
- End User Device Support
- Management Reporting

- Firewall and Network
- Security
- Servers & Appliances (on-premise, hybrid, cloud)
- Service Desk
- Audit
- Service Requests
- Third Party Management
- Application Development
- Application Delivery
- Application Support
- Business Intelligence / Digital Data Warehouse
- Data Transfer
- Database Administration (DBA)
- Agile Working Support Services
- Inventory Control, Asset Management and Procurement
- Project Programme Management
- Telephony
- Training
- Cabling
- Videos, Hybrid Meetings, Broadcast and Streaming
- Mobile Telephony and Connectivity Management
- Managed Print Service

Additional Services – to be considered

- Automation Software
- Artificial Intelligence Software
- Business Analysis
- Internet of Things (IOT)
- Oracle E-Business
- Schools

II.1.5) Estimated total value

Value excluding VAT: £79,189,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 45314000 - Installation of telecommunications equipment
- 48000000 - Software package and information systems
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 51611100 - Hardware installation services
- 51612000 - Installation services of information-processing equipment
- 64200000 - Telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support
- 79800000 - Printing and related services

II.2.3) Place of performance

NUTS codes

- UKD36 - Greater Manchester North West

Main site or place of performance

The Borough of Bolton

II.2.4) Description of the procurement

The Borough Council of Bolton ("the Authority") is prepared to receive proposals for a fully ICT Managed Service Provision (the "Services") which will be subject to the tender information enclosed. The Authority is seeking a cost effective, value for money, innovative service provider to meet both the existing and future ICT needs of each of the aforementioned and to achieve service improvements and cost savings. The Authority currently operates an outsourced service.

The ICT services required by the Authority may include, but not be limited to:

- Service Management
- Communications
- IT Configuration
- Business Continuity and Disaster Recovery (BCDR)
- Collaboration & Email
- End User Device Support
- Management Reporting
- Firewall and Network
- Security
- Servers & Appliances (on-premise, hybrid, cloud)
- Service Desk
- Audit

- Service Requests
- Third Party Management
- Application Development
- Application Delivery
- Application Support
- Business Intelligence / Digital Data Warehouse
- Data Transfer
- Database Administration (DBA)
- Agile Working Support Services
- Inventory Control, Asset Management and Procurement
- Project Programme Management
- Telephony
- Training
- Cabling
- Videos, Hybrid Meetings, Broadcast and Streaming
- Mobile Telephony and Connectivity Management
- Managed Print Service

Additional Services – to be considered

- Automation Software
- Artificial Intelligence Software
- Business Analysis
- Internet of Things (IOT)

- Oracle E-Business

- Schools

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 20

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £79,189,000

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

Duration in months

120

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 2

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

The Tenderers (up to 3 will be selected on conclusion of the RtP stage, however the

Authority reserves the right to increase or decrease the number of Tenderers, if required) who are selected as a result of the RtP assessment process, will be invited to the ITPD stage. Following assessment of the ITPD stage, the Authority will invite the Tenderers on commencement of the RtP stage to proceed to the second stage of the dialogue, ITCD.

Once the Authority has identified those solutions upon which to seek Final Tenders and the Tenderers from whom these will be sought, the Authority will declare the dialogue concluded and notify the Tenderers accordingly. Following assessment of the ITCD stage, the Authority will reduce the number of Tenderers, to two (2), who will be invited to proceed to submit Final Tenders.

Tenderers shall note that the dialogue phase will continue until the Authority is satisfied that Tenderers have sufficient information and clarity to be in a position to submit fully developed Final Tenders.

Following evaluation of Final Tenders, and after any clarification, specification or fine tuning that may be required, the Authority will select a preferred bidder.

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

There will be an Open Session that Tenderers can attend during the advertisement of the RtP. The Open Session will be held on Thursday 11 November 2021, 2pm for approximately 60-90 minutes, via MS Teams; to attend the Open Session, please send a message via The Chest, after which the details, including the MS Teams invite, will be forwarded to you. The Open Session will cover an overview of Bolton and its ICT requirements. The cut-off date to request attendance to the Open Session is Tuesday 9 November 2021, close of play. The Authority will publish a list of FAQ's and responses on The Chest following the Open Session.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

3 December 2021

Local time

4:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

13 January 2022

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: 120 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

There will be an Open Session that Tenderers can attend during the advertisement of the RtP. The Open Session will be held on Thursday 11 November 2021, 2pm for approximately 60-90 minutes, via MS Teams; to attend the Open Session, please send a message via The Chest, after which the details, including the MS Teams invite, will be forwarded to you. The Open Session will cover an overview of Bolton and its ICT requirements. The cut-off date to request attendance to the Open Session is Tuesday 9 November 2021, close of play. The Authority will publish a list of FAQ's and responses on The Chest following the Open Session.

VI.4) Procedures for review

VI.4.1) Review body

The Borough Council of Bolton

Victoria Square

Bolton

BL1 1RU

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Borough Council of Bolton

Victoria Square

Bolton

BL1 1RU

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Authority reserves the right not to award any Contract as a result of the procurement process initiated by this notice and will not be liable for any costs incurred by candidates. Interested parties must log on The Chest by way of expression of interest. The Authority is using the e-business portal known as The Chest. Applicants will need to register their details at the following link: <https://www.the-chest.org.uk>. Once registered, Applicants will be emailed a username and password which will allow applicants to gain access to the RtP. Applicants will need to electronically submit the completed questionnaire and accompanying documentation via the on-line portal by 16:00 hrs on Friday 3 December 2021. The contract period will be for 7 years with the option to extend for a further 3 years.

This is a contract notice. The standstill period of ten calendar days will be observed by the Authority and provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. Aggrieved parties who have been harmed or are at risk of harm by any breach of the Councils obligations may take action in the High Court (England, Wales and Northern Ireland).

VI.4.4) Service from which information about the review procedure may be obtained

The Borough Council of Bolton

Victoria Square

Bolton

BL1 1RU

Country

United Kingdom