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Tender

Information Communications Technology (ICT) Managed Services Provision

Wigan Metropolitan Borough Council

F02: Contract notice

Notice identifier: 2022/S 000-028011

Procurement identifier (OCID): ocids-h6vhtk-037340

Published 5 October 2022, 4:38pm

Section I: Contracting authority

I.1) Name and addresses

Wigan Metropolitan Borough Council

Wigan Town Hall, Library Street

Wigan

WN1 1YN

Contact

Mr. Liam Reynolds

Email

Liam.Reynolds@wigan.gov.uk

Telephone

+44 1942828057

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://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

<https://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

Information Communications Technology (ICT) Managed Services Provision

Reference number

DN597088

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

Wigan Metropolitan Borough Council is seeking to appoint, through competitive dialogue procurement, a Supplier with the financial means and relevant experience, skills and resources to supply a fully managed IT service which will cover all the Council's IT needs and requirements.

The Descriptive Document, available to access as indicated at (II.2.14), contains a detailed summary of the IT services required from the Supplier together with other background information. As there more fully described, the IT Services will include strategic IT leadership including through the introduction of an enterprise architecture framework, the provision and maintenance of the Council's systems and appliances, security, telephony and contact centre services, End User Device Management, application support, procurement services, and application development.

A draft contract including detailed Specifications, to be entered into the successful Supplier, has been prepared and is available for access as indicated at (II.2.14).

The contract duration will be an initial term of 8 years, subject to a break clause exercisable by the Council at 5 years, with an option exercisable by the Council to extend for up to 2 years following the expiry of the initial term.

II.1.5) Estimated total value

Value excluding VAT: £95,000,000

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
- 50000000 - Repair and maintenance services
- 51000000 - Installation services (except software)
- 64000000 - Postal and telecommunications services
- 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

The Council is conducting a competitive dialogue process pursuant to Regulation 30 of the Public Contracts Regulations 2015 (PCR), the purpose of which is to identify a supplier with the financial means and relevant experience, skills and resources to successfully supply a fully managed IT service which will cover all the Council's IT needs.

To help to ensure that sufficient interest in the contract will be generated, the services being procured will not be divided into separate lots.

The Competitive Dialogue will involve the following core stages:

Stage 1 (SQ): Three organisations will be shortlisted following an evaluation of their capacity, capability and financial standing to meet Council requirements;

Stage 2 (Initial Dialogue): detailed initial dialogue will be conducted with shortlisted bidders following the issue to them of the Invitation to Participate in Dialogue. During this

stage all Bidders will have access to information placed in an electronic Data Room but may not conduct physical due diligence at the Council's sites. At the end of this stage, assuming three bidders remain in the competition, all three shortlisted bidders will be invited to submit a tender and, following evaluation, the bidder who scores least against the published criteria will be down-selected and removed from the competition. If less than three bidders remain in the competition there shall be no down-selection following evaluation of the initial tenders.

Stage 3 (Final Dialogue): Bidders who have been taken to Stage 3 will be given opportunity to conduct physical due diligence and refine their initial tenders accordingly, having received feedback on their initial tenders, and further dialogue will take place as necessary. The Authority will close the dialogue and call for the final tenders when satisfied there is at least one bid that meets its needs and requirements.

Further detail of the process to be adopted is set out in the Descriptive Document.

The works and services referenced in this contract notice are indicative only and contain the broad categorisation of works and services rather than particulars. Bidders should assume that the works and services actually required will broadly be within the CPV codes listed above but will also include extensions to related or ancillary services within each categorisation. The actual scope of services required may also be narrower than that set out in the CPV Codes.

While the estimated range of value for the contract is explained in this notice, the Council is unable to give a definitive contract value and the final value will depend on the nature of the successful bidders solution and the associated scope and structure of the relevant works and services.

All criteria and sub-criteria are stated in the procurement documents.

II.2.5) Award criteria

Quality criterion - Name: Financial Submission / Weighting: 40

Quality criterion - Name: Qualitative Submission / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £95,000,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The contract duration will be an initial term of 8 years, subject to a break clause exercisable by the Council at 5 years, with an option exercisable by the Council to extend for up to 2 years following the expiry of the initial term.

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

Envisaged number of candidates: 3

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

Soft market testing has not been conducted prior to this procurement. Procurement documents must be accessed through the Council's e-tendering portal (ProContract/The Chest) at the following web address (www.the-chest.org.uk). Search for project reference DN597088.

All communications must also be directed via the messaging function of the e-tendering portal.

ProContract/The Chest Tenderer Support:

Go to www.the-chest.org.uk/suppliersupport.html to log any issues by submitting a ticket for ProContract v13.

Alternatively you can log your call by emailing ProContractSuppliers@proactis.com and a representative will contact you as soon as possible.

For critical and time-sensitive issues you can telephone Proactis on 0330 005 0352.

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

9 November 2022

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Wigan Metropolitan Borough Council

Wigan Town Hall, Library Street

Wigan

WN1 1YN

Country

United Kingdom