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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): ocds-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](mailto: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

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## **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](http://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](http://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](mailto: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.

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## **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

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## **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