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Tender

## **Provision of IT & Digital Managed Services**

Avon Fire & Rescue Service

F02: Contract notice

Notice identifier: 2022/S 000-029843

Procurement identifier (OCID): ocds-h6vhtk-03781e

Published 21 October 2022, 5:22pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Avon Fire & Rescue Service

Valley Road, Portishead

Bristol

BS20 8JJ

#### **Contact**

Tanya Nathan

#### **Email**

[tanya.nathan@avonfire.gov.uk](mailto:tanya.nathan@avonfire.gov.uk)

#### **Telephone**

+44 1179262061

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

VAT No: 664419911

**Internet address(es)**

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/30508>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=54259&B=BLUELIGHT](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=54259&B=BLUELIGHT)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=54259&B=BLUELIGHT](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=54259&B=BLUELIGHT)

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of IT & Digital Managed Services

Reference number

AFRS09-2022-17

#### **II.1.2) Main CPV code**

- 72222300 - Information technology services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Avon Fire Authority is seeking a managed service provider that will work with them to provide a functional, modern, reliable, available, stable, consistent, and cost-effective IT service. We also require a provider that will work with us to develop new solutions to assist with our digital transformation programme and ensure we are an organisation that is fit for the future and continually evolving.

#### **II.1.5) Estimated total value**

Value excluding VAT: £4,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72222300 - Information technology services
- 72000000 - IT services: consulting, software development, Internet and support

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

South West

#### **II.2.4) Description of the procurement**

Avon Fire Authority is seeking a managed service provider that will work with them to provide a functional, modern, reliable, available, stable, consistent, and cost-effective IT service. We also require a provider that will work with us to develop new solutions to assist with our digital transformation programme and ensure we are an organisation that is fit for the future and continually evolving.

We are seeking a Managed Service Provider who will relish the opportunity to work with us to achieve our digital ambitions to improve our service both internally and to the wider community. We require a contractor who will work in partnership with us to provide the following:

- A helpdesk and technical support for all staff, in all AF&RS locations, including equipment on operational vehicles. There is also a requirement to assist and support staff with remote and home working.
- Out of core hours support for emergency fault resolution, major incident resolution and management. Noting that as an emergency service 24/7, availability is crucial.
- Specialist strategic and technical advice on all IT related matters, including information security.
- Provision of development services including identifying opportunities for and deliver improvements to IT and business processes, workflows, automate repetitive tasks and minimise the risks of errors.
- Provide technical input and expertise into the development of AF&RS's IT Strategy (noting that the IT Strategy is owned by the client side team).
- Supporting significant projects and organisational changes taking place that may involve the IT provision within AF&RS.
- An onsite presence (during core hours as defined later in this document but not out of hours) at Service Headquarters for the distribution of IT and mobile phone assets, on-site support to Fire Authority elected members, and at Fire Authority meetings.

#### **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: £4,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 months period of extension will be available

#### **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**

Estimated contract value is a range between £2,500,000 and £4,000,000 over the 5 year period.

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## **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

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As detailed in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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

21 November 2022

Local time

12:00pm

#### **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: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

21 November 2022

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Avon Fire Authority

Valley Road

Portishead

BS20 8JJ

Country

United Kingdom

Internet address

<https://www.avonfire.gov.uk/>