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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

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/rwlentrance_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/rwlentrance_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

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.

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

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

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/>