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Awarded contract

Managed Services - Y20023

Kent County Council (T/a KCS)

F03: Contract award notice

Notice reference: 2021/S 000-032315

Published: 24 December 2021, 11:41am

Section I: Contracting authority

I.1) Name and addresses

Kent County Council (T/a KCS)

Head Office, 1 Abbey Wood Group, Kings Hill

West Malling

ME19 4YT

Contact

Mr Ian Day

Email

ian.day@csltd.org.uk

Telephone

+44 1622236697

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.commercialservices.org.uk/>

Buyer's address

<http://www.commercialservices.org.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Managed Services - Y20023

Reference number

DN558398

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

framework Agreement for Managed Services

‘Managed Service’ is the practice of outsourcing day-to-day management responsibilities and functions as a strategic method for transforming and improving business processes, through efficiencies, effectiveness and cutting operating costs. A service may include, but not be limited to the list of potential requirements listed below. Suppliers to this framework will need the ability to offer and provide directly or indirectly via Sub-Contractors the full range listed below.

Individual opportunities will need to be tailored to meet the Customer’s requirement to improve efficiency, provide an agile and reliable solution that will transform and meet their business objectives.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £0.1 / Highest offer: £500,000,000 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems
- 64000000 - Postal and telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

‘Managed Service’ is the practice of outsourcing day-to-day management responsibilities and functions as a strategic method for transforming and improving business processes, through efficiencies, effectiveness and cutting operating costs. A service may include, but not be limited to the list of potential requirements listed below. Suppliers to this framework will need the ability to offer and provide directly or indirectly via Sub-Contractors the full range listed below.

Individual opportunities will need to be tailored to meet the Customer’s requirement to improve efficiency, provide an agile and reliable solution that will transform and meet their business objectives.

List of Potential Requirements

Indicative requirements include, but are not limited to, the following:

Reprographic and Mail Services

- Offsite Print and Document Services
- Bulk Scanning
- Wide Format
- Downstream Access (clean mail, sort mail)

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- Hybrid Mail Services
- Secure Mail
- High Volume Quick Turn Print Services
- Specialist Print (Litho (traditional print process), Brochures, Embossing)
- Finishing - Square Back, Perfect Bind, Case Bind, Laminating, Dry Mounting, Encapsulating

Print Management

- Print Consultancy/Audit
- Production and Project Management Service
- Software
- Hardware (full range including, wide format and 3D printers)
- Scanning

Audio Visual Solutions Management

- Interactive Products and Solutions
- Optimised Visitor Management Systems

- Digital Signage

CCM (Component Content Management) Systems and Marketing Services – (bills, policies, statements, renewals)

- Sourcing, Production and Delivery of Printed and Digital Communications
- Print management – Corporate Brochures, POS, Large Format Outdoor Posters
- On Site Marketing and Creative Services
- Print Buying Services
- Promotional Merchandise
- Permanent POS (Exhibitions, Events etc.)

Page 6 to 20

Automated Financial Processing Services

- Credit/Debit Card Processing
- Payment Systems
- Mobile Applications
- POS Systems
- Income Payroll Management

Purchase to pay automation

- Outsourced Scan and Capture for Paper Invoices
- Supplier Electronic Invoicing Enablement Services
- Interoperability with Supplier Networks
- Easy Plug-in Integration with Existing ERP systems
- Implementation Services to include:

- o Project Management
- o Process Design
- o Software Configuration
- o System Testing
- o Change Management

Human Resources and Payroll

- Digital Interviewing Solutions
- Income/Payroll Management

Communication Systems

- Voice and Data Communication Systems

Page 7 to 20

- Call Handling System
- Radio Systems
- IP Telephone Systems
- VoIP Telephone Systems
- Call Packages
- Connectivity
- Numbering
- Records Management
- File Sharing Services
- Analytics and Forecasting
- Network Audio Systems

Artificial Intelligence

- Augmented Reality, Virtual Reality, Intelligent Video

Mobile Technologies

- Mobile Payment and Top Up
- Mobile Security
- Device Management
- Hardware
- Software

Cloud Storage Management and Solutions

- Public, Private or Hybrid solutions

IP Networking Services

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- To provide end to end internet and local connectivity specifying how data is addressed, transmitted, routed and received at the destination.

- Firewall
- Anti-Virus
- E Safety Solution
- Broadband Connectivity and Hosting
- IoT (Internet of Things) Platforms

ICT Systems Management

- Support and Maintenance
- Authentication

- On-site Support
- Remote Support
- IT Helpdesk
- Annual Health Check
- Pre Ofsted Check
- Routine Maintenance
- MIS Support
- Training
- ICT Strategy and Planning
- Connectivity
- Safeguarding and Security
- Strategy and Planning
- ICT infrastructure

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- Hardware
- Software
- Schools Management Services
- Data back-up and recovery

Server Hosting

- UK Based Support
- Data Storage and Back Up
- Dedicated Account Manager

IT Server Management

- Server Security
- Server Support
- Technical Support
- Network Solutions and Maintenance

Support Services

- Security
- CCTV
- Camera Systems and Solutions
- Network Video Managed Solutions
- Video Analytics
- Wearable Cameras
- Software
- HR Solutions

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- Biometrics

Telecommunications Supplies and Services

Facilities

- Access Control Solutions
- Digital Archiving and Storage
- Office Transformation
- Space Planning

- Document Disposal
- Furniture
- Video Conferencing
- Digital Signage
- Smart Lockers

II.2.5) Award criteria

Quality criterion - Name: Quality of Service/Added Value / Weighting: 100

Price - Weighting: 0

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

To gain access and complete the necessary documents please follow the instruction below

Visit - WWW.Kentbusinessportal.org.uk

Select - Opportunities

Select Organisation - Commercial Services

Select the opportunity appropriate to you from the list provided

Express interest - you may need to register first

Once successful expression is completed you can access and complete the requirements in two ways

1 - when you register you will receive a successful registration email, this also contains an link taking you direct to the opportunity

2 - when you log in to proactis go to my activities, select commercial services and you will be presented with the opportunity.

Following the instruction from herein

As evidence of KCS/KCC's commitment to open, competitive tendering, Cantium Business Solutions (a wholly owned subsidiary of KCC), will compete for a position on the Framework Agreement. It should be noted that KCS Professional Services are independent and operate separately from Cantium Business Solutions and will follow protocols as detailed in this ITT for evaluating and scoring submitted Tenders. It will be the responsibility of Customers to follow the Public Contract Regulations (PCRs) when conducting Direct Awards or Further Competitions.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-017389](#)

Section V. Award of contract

Contract No

Y20023

Title

Managed Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 December 2021

V.2.2) Information about tenders

Number of tenders received: 14

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 14

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The DMS Digital Group

Belmont House Deakins Business Park

Bolton

BL7 9RP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £0.1 / Highest offer: £500,000,000 taken into consideration

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Trustmarque Solutions Ltd

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

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V.2.3) Name and address of the contractor

Capita Business Services Ltd

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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V.2.3) Name and address of the contractor

ROCK

27-28 Old Field Road Pencoed, Bridgend

Glamorgan

CF35 5LJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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V.2.3) Name and address of the contractor

Ricoh UK Ltd

800 Pavillion Drive Northampton Business Park

Northampton

NN4 7YL

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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V.2.3) Name and address of the contractor

Cantium Business Solutions

Sessions House County Road Maidstone

Kent

ME14 1XQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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V.2.3) Name and address of the contractor

Boxxe Limited

Artemis House Eboracum Way

York

YO31 7RE

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sphecia Business Solutions

Lewis Building 35 Bull Street

Birmingham

B4 6EQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Konica Minolta Business Solutions UK Ltd

Konica House Miles Gray Road Basildon

Essex

SS14 3AR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Cancom Managed Services Ltd

Concourse Building 3 Queens Road

Belfast

BT3 9DT

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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Number of tenders received by electronic means: 14

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Insight Direct

The Technology Building Insight Campus Terry Street

Sheffield

S9 2BU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sweethaven Ltd

Sweethaven House Trehaven Parade Woodhatch

Surrey

RH2 7LL

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

European Electronique

Forward House Oakfields Industrial Estate Eynsham

Oxfordshire

OX29 4TT

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Dataspire Solutions Ltd

Lowry Mill Lees Street

Manchester

M27 6DB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £0.1 / Highest offer: £500,000,000 taken into consideration

Section VI. Complementary information

VI.3) Additional information

Member Authorities that have expressed interest in accessing the Framework Agreement from the outset are:

Hampshire County Council

Hertfordshire County Council

Kent County Council (via KCS Professional Services)

Other public bodies will have access to this Framework Agreement but may only do so with the agreement of the Contracting Authority. Those organisations who may wish to access this Framework Agreement will be members, Affiliates and associates of the CBC Group, local government authorities, the police service, the fire service, the NHS and NHS trusts, housing associations, third sector organisations, academic centres (including Academies), free schools, publicly funded organisations and publicly owned private companies, operating within the geographic boundaries of the United Kingdom, Channel Islands, Northern Ireland and Isle of Man (each a Participating Authority and collectively Participating Authorities)

The Framework Agreement will also be open for use by all other local authorities and public sector bodies. Full details of the classification of potential Participating Authorities and Customer's geographical areas and organisation classifications are detailed as follows:

LOCAL AUTHORITY COUNCILS:

England:

County, Unitary, District, Borough, and Metropolitan Councils. (Parish and Community Councils are also permissible users). See link:

<https://www.registers.service.gov.uk/registers>

<https://www.local.gov.uk/topics>

<http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm>

Northern Ireland: Administered across 26 Districts of Northern Ireland. See link:

<http://www.nidirect.gov.uk/local-councils-in-northern-ireland>

Scotland: Administered across 32 Council areas. See link:

<http://www.cosla.gov.uk/scottish-local-government>

Wales: Administered across 22 Council areas. See link:

<http://wales.gov.uk/topics/localgovernment/?skip=1andlang=en>

Isle of Man: Administered across 22 local authorities, consisting of 4 town authorities, 2 district authorities, 2 village authorities, and 14 parish authorities.

<https://www.gov.im/categories/home-and-neighbourhood/local-authorities/local-authority-contacts/>

Channel Islands:

<https://www.gov.je/Government/Departments/Pages/default.aspx>

<https://www.gov.gg/article/152949/Government-Departments>

EMERGENCY SERVICES:

POLICE:

National

<https://www.btp.police.uk/>

<http://www.mod.police.uk>

<http://www.npas.police.uk/>

England

<http://www.police.uk/forces.htm>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Northern Island

<https://www.police.uk/northern-ireland/>

Scotland

<http://www.scotland.police.uk/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Wales

<https://www.police.uk/dyfed-powys/>

<https://www.police.uk/gwent/>

<https://www.police.uk/north-wales/>

<https://www.police.uk/south-wales/>

<https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Isle of Man

<https://www.iompolice.im/>

Channel Islands

<https://jersey.police.uk/>

<http://www.guernsey.police.uk/>

FIRE and RESCUE

UK – England, Scotland, Northern Ireland, Wales, IOM

<http://www.fireservice.co.uk/information/ukfrs/>

<https://www.ukfirestations.co.uk/brigades>

Channel Islands

<https://www.gov.je/Government/Departments/HomeAffairs/Pages/default.aspx>

MARITIME AND COASTGUARD AGENCY

UK – England, Scotland, Northern Ireland, Wales, IOM

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/about/access-and-opening>

Isle of Man

<https://www.gov.im/coastguard>

Channel Islands

<http://www.ports.je/JerseyCoastguard/Pages/default.aspx>

<https://www.rnli.org.gg/quernseys-lifeboat/>

NHS/HEALTH BODIES AND AMBULANCE SERVICES:

England

<https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx>

East Midlands Ambulance Service NHS Trust

<http://www.emas.nhs.uk>

East of England Ambulance Service NHS Trust

<http://www.eastamb.nhs.uk>

London Ambulance Service NHS Trust

<http://www.londonambulance.nhs.uk>

North East Ambulance Service NHS Foundation Trust

<http://www.neas.nhs.uk>

North West Ambulance Service NHS Trust

<http://www.nwas.nhs.uk>

South Central Ambulance Service NHS Foundation Trust

<http://www.southcentralambulance.nhs.uk>

South East Coast Ambulance Service NHS Foundation Trust

<http://www.secamb.nhs.uk>

South Western Ambulance Service NHS Foundation Trust

<https://www.swast.nhs.uk/welcome>

West Midlands Ambulance Service NHS Trust

<http://www.wmas.nhs.uk>

Yorkshire Ambulance Service NHS Trust

<http://www.yas.nhs.uk>

Northern Island

<http://www.hscni.net/index.php?link=trusts>

<http://www.niamb.co.uk/>

Scotland

<https://www.scot.nhs.uk/sites-a-z/>

<http://www.scottishambulance.com/WhatWeDo/Default.aspx>

Wales

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

<https://www.ambulance.wales.nhs.uk/>

Isle of Man

<https://www.gov.im/about-the-government/departments/health-and-social-care/>

<https://www.gov.im/categories/health-and-wellbeing/isle-of-man-ambulance-service/>

Channel Islands

<https://www.gov.je/Government/Departments/HealthSocialServices/Pages/index.aspx>

<https://www.gov.gg/article/119652/Health-Social-Care--Wellbeing>

<https://www.gov.je/pages/contacts.aspx?contactid=87>

<https://stjohn.gg/>

CENTRAL GOVERNMENT DEPARTMENTS AND THEIR AGENCIES:

<http://www.direct.gov.uk/en/DI1/Directories/A-ZOfCentralGovernment/index.htm>

REGISTERED SOCIAL LANDLORDS:

Government-funded, not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.

England

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

Scotland

<https://directory.scottishhousingregulator.gov.uk/Pages/Datasets-and-Reports.aspx>

Northern Ireland

<https://www.nidirect.gov.uk/contacts/housing-associations>

Wales

<https://gov.wales/>

Isle of Man

<https://www.gov.im/categories/home-and-neighbourhood/affordable-housing/public-sector-housing/housing-authority-contacts/>

Channel Islands

<https://www.gov.je/Home/RentingBuying/OtherRentalOptions/Pages/OtherHousing.aspx>

<http://www.gha.gg/>

EDUCATIONAL ESTABLISHMENTS:

Nursery, primary, middle or high schools, secondary schools, Academies, free schools, special schools, Pupil Referral Units (PRU), further education colleges, universities.

UK – England, Scotland, Northern Ireland, Wales

<http://www.schoolswebdirectory.co.uk/index.php>

<https://get-information-schools.service.gov.uk/>

<https://www.hefcw.ac.uk/>

<http://www.universitiesuk.ac.uk/aboutus/members/Pages/default.aspx>

Isle of Man

<https://www.gov.im/categories/education-training-and-careers/schools-and-colleges/>

Channel Islands

<https://www.gov.je/Education/Schools/FindingSchool/Pages/default.aspx>

<https://www.gov.gg/article/163185/Education-Working--Retiring>

CHARITIES

England and Wales

<https://www.gov.uk/government/organisations/charity-commission>

Scotland

<http://www.oscr.org.uk/>

Northern Ireland

<https://www.charitycommissionni.org.uk/charity-search/>

Isle of Man

<https://www.gov.im/categories/home-and-neighbourhood/charities/index-of-registered-charities-and-departmental-information/>

Channel Islands

<http://www.jerseycharities.org/members>

<http://www.charity.org.gg/Find>

Suppliers are advised that the Contracting Authority, its Affiliates and/or Participating

Authorities, reserve the right to supply the tendered products, Services, and commodities to companies that have a majority public sector ownership by any of the public sector bodies referred to above during the Framework Agreement period as stated in this document, for the purpose of selling to other public, private and third sector organisations.

VI.4) Procedures for review

VI.4.1) Review body

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