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Contract

ICT Hardware, Software and Professional Services Framework_25

Liverpool City Council

F03: Contract award notice

Notice identifier: 2025/S 000-034588

Procurement identifier (OCID): ocids-h6vhtk-04e37d

Published 24 June 2025, 9:42am

Section I: Contracting authority

I.1) Name and addresses

Liverpool City Council

4th Floor, Cunard Building

Liverpool

L3 1DS

Contact

Mr Steve Haywood

Email

steve.haywood@liverpool.gov.uk

Telephone

+44 1513510543

Country

United Kingdom

Region code

UKD72 - Liverpool

Internet address(es)

Main address

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

Buyer's address

<http://www.liverpool.gov.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

ICT Hardware, Software and Professional Services Framework_25

Reference number

DN757985

II.1.2) Main CPV code

- 30200000 - Computer equipment and supplies

II.1.3) Type of contract

Supplies

II.1.4) Short description

Liverpool City Council requires up to four suppliers to provide ICT Hardware, Software and

Professional Services to the Council and partner organisations.

The procurement will consist of the creation of a multi-lot, multi-supplier framework consisting of two lots as follows:

Lot 1: Corporate and Education Hardware and Professional Services; and

Lot 2: Corporate and Education Software and Professional Services.

The framework will last for four years, with a total framework value of £25,000,000 split as follows:

Lot 1: £12,000,000; and

Lot 2: £13,000,000.

The framework is primarily for use by Liverpool City Council and partner organisations, but on

occasion, the framework may also be used by:

- Halton Borough Council
- Knowsley Metropolitan Borough Council
- Sefton Metropolitan Borough Council
- St Helens Borough Council
- Wirral Metropolitan Borough Council
- Liverpool City Region Combined Authority
- Merseytravel

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £25,000,000

II.2) Description

II.2.1) Title

Lot 1: Corporate and Education Hardware and Professional Services

Lot No

1

II.2.2) Additional CPV code(s)

- 30200000 - Computer equipment and supplies
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

Lot 1: Corporate and Education Hardware and Professional Services.

This is a single Supplier lot.

The Supplier will be required to become a supply partner for any ICT hardware related goods

and professional services that are required by the Customer.

The Supplier may also be required to facilitate requests for the support and maintenance of a

variety specialist hardware solutions. These hardware solutions are currently covered by

support and maintenance contracts which will likely run to their Termination Date, but these

Contracts will expire during the term of the Framework.

Examples of the typical requirements are given in the tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 50

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) Description

II.2.1) Title

Lot 2: Corporate and Education Software and Professional Services.

Lot No

2

II.2.2) Additional CPV code(s)

- 30200000 - Computer equipment and supplies
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

Lot 2: Corporate and Education Software and Professional Services.

This lot will consist of up to three suppliers.

The Suppliers will be required to supply computer software to both corporate and educational organisations. Suppliers will not be ranked on the Framework in any way, and all

three Suppliers will be invited to partake in each Further Competition.

The range of software to be provided may include, but is not limited to, the following:

- Business function specific software.
- Content authoring, editing and management software.
- Educational or reference software.
- Finance accounting and enterprise resource planning Enterprise Resource Planning software.
- Operating environment software (including Microsoft Enterprise Software Agreement which is due for re-tender 2023, and may be procured via further competition on this

Framework).

- Security and protection software.
- System management software.
- Utility and device driver software.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

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

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: [2025/S 000-005669](#)

Section V. Award of contract

Contract No

DN757985

Lot No

1

Title

Lot 1: Corporate and Education Hardware and Professional Services

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section V. Award of contract

Contract No

DN757985

Lot No

2

Title

Lot 2: Corporate and Education Software and Professional Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 4

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: 7

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

V.2.3) Name and address of the contractor

Bytes Software Services Limited

Bytes House Randalls Way, Leatherhead, Surrey, KT22 7TW

Leatherhead

KT22 7TW

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £13,000,000

Lowest offer: £0.01 / Highest offer: £13,000,000 taken into consideration

Section V. Award of contract

Contract No

DN757985

Lot No

2

Title

Lot 2: Corporate and Education Software and Professional Services

A contract/lot is awarded: Yes

V.2) Award of contract

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

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Phoenix Software Limited

Blenheim House, York Road, Pocklington, York, YO42 1NS

York

YO42 1NS

Country

United Kingdom

NUTS code

- UKE21 - York

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £13,000,000

Lowest offer: £0.01 / Highest offer: £13,000,000 taken into consideration

Section V. Award of contract

Contract No

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Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Softcat PLC

Thames Industrial Estate, Fieldhouse Lane, Marlow, Buckinghamshire, SL7 1LW

Marlow

SL7 1LW

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £13,000,000

Lowest offer: £0.01 / Highest offer: £13,000,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

Strand, London, WC2A 2LL

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Court of Justice

Strand, London, WC2A 2LL

London

WC2A 2LL

Country

United Kingdom