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Contract

ICT Managed Service Regional Framework

Chief Constable for Devon and Cornwall Police

F03: Contract award notice

Notice identifier: 2023/S 000-034914

Procurement identifier (OCID): ocds-h6vhtk-03cffd

Published 27 November 2023, 11:35am

Section I: Contracting authority

I.1) Name and addresses

Chief Constable for Devon and Cornwall Police

Police HQ, Middlemoor

Exeter

EX2 7HQ

Contact

Rebecca Boyd

Email

rebecca.boyd@devonandcornwall.pnn.police.uk

Country

United Kingdom

Region code

UKK - South West (England)

National registration number

N/A

Internet address(es)

Main address

<http://www.devon-cornwall.police.uk/your-right-to-information>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ICT Managed Service Regional Framework

Reference number

802

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

The high level scope of the requirement is to provide a regional framework for ICT managed services, from first point of contact through to successful and timely resolution, supply or implementation either by itself or where applicable via the Customer's other contracted partners.

The services required will be:

- Service Management
- Customer Service Desk
- Applications
- End User Workplace
- Technical Security
- Hosting
- Data and Voice Network
- Field Mobile

- Airwave
- Resources

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £175,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 50312600 - Maintenance and repair of information technology equipment
- 50312610 - Maintenance of information technology equipment
- 50312620 - Repair of information technology equipment
- 72222000 - Information systems or technology strategic review and planning services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review services
- 72267100 - Maintenance of information technology software
- 72267200 - Repair of information technology software

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

The high level scope of the requirement is to provide a regional framework for ICT managed services, from first point of contact through to successful and timely resolution, supply or implementation either by itself or where applicable via the Customer's other contracted partners.

The services required will be:

- Service Management
- Customer Service Desk
- Applications
- End User Workplace
- Technical Security
- Hosting
- Data and Voice Network
- Field Mobile
- Airwave
- Resources

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

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: [2023/S 000-015164](#)

Section V. Award of contract

Contract No

1

Title

ICT Managed Service Regional Framework

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 2023

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

British Telecommunications plc

London

E1 8EE

Country

United Kingdom

NUTS code

- UKK - South West (England)

The contractor is an SME

No

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

Total value of the contract/lot: £175,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

CEDR

London

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

CEDR

London

Country

United Kingdom