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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](mailto: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

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## **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

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## **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](#)

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## **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

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## **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