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Tender

IT Services Outsource Tender Via CCS Framework RM6100 Lot 4

East Sussex Fire Authority

F01: Prior information notice

Call for competition

Notice identifier: 2023/S 000-036131

Procurement identifier (OCID): ocds-h6vhtk-042289

Published 7 December 2023, 4:12pm

Section I: Contracting authority

I.1) Name and addresses

East Sussex Fire Authority

Service HQ, Church Lane, Lewes, East Sussex

Lewes

BN7 2DZ

Email

jim.hindle@esfrs.org

Country

United Kingdom

NUTS code

UKJ2 - Surrey, East and West Sussex

Internet address(es)

Main address

www.esfrs.org

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://sell2.in-tend.co.uk/blpd/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://sell2.in-tend.co.uk/blpd/home>

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

IT Services Outsource Tender Via CCS Framework RM6100 Lot 4

Reference number

ESFA0265

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

East Sussex Fire Authority wish to procure a defined set of outsourced IT Services (which are detailed in its IT Service Catalogue) for the organisation under the following Crown Commercial Services (CCS) framework: RM6100 Framework – Lot 4: Technology Services 3: via a further competition Provides access to technology strategy and service design as well as services to provide support with moving to the operational running of an IT estate. It also provides support for large projects, up to top secret classification and a range of other technology services such as:

- provision and management of IT service desk
- end user device support
- network support
- asset disposal and application maintenance
- IT infrastructure support (for example, server and storage hardware

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

East Sussex including Brighton & Hove

II.2.4) Description of the procurement

East Sussex Fire Authority, of which East Sussex Fire and Rescue Service (ESFRS) are part, provides prevention, protection and response services to more than 800,000 people within the area of East Sussex and the City of Brighton & Hove. Our purpose is to make our communities safer. ESFRS' technology estate covers Head Office & Training Centre locations, plus 24 fire stations across East Sussex. It also includes operational mobilising technology, data centre presence in Guildford & Salfords, but excluding 999 control room services, which are provided by Surrey Joint Fire Control. We have published a PIN for 5 reasons: 1 Early Notification 2 Market Engagement 3 Transparency 4 Information Dissemination 5 SME Participation. The contract is expected to last for 5 years, with an option to extend for up to 2 years. As an IT Service tender, potential suppliers will be required to show they can support and deliver a wide range of technology services. To encourage bids from SMEs we will allow consortium bids. ESFRS has defined three key stages under a new contract that are required to establish the service and then maintain the service in the medium to long term. 1 Day one services – 8 categories, 72 services 2 Transition of IT Services to new contract 3 Transformation - including cloud migration. The following lifecycle of the contract will be covered through the tender. Further details will be developed over the course of the procurement process. - Investigation- Transition- Establishment- Maintain- Transformation- Continual Service Improvement- Technology Leadership- Industry Knowledge. ESFRS expects the winning bidder to be an integral part of the organisation, working in partnership with the IT Governance team, and other key business stakeholders, to ensure the delivery of effective IT & technology services. Current services fall into 8 categories. 1 Application Support (Troubleshooting; Maintenance; Monitoring; Configuration; Security & Compliance; Bug Fixes; Backup & Recovery) 2 Cloud Support (Technical Assistance; Configuration & Optimisation; Security & Compliance; Monitoring; Migration & Integration; Backup & Recovery) 3 Datacentre Support (Infrastructure Management & Maintenance; Software Support; Security & Compliance; Monitoring & Troubleshooting; Backup & Recovery) 4 IT Security Support (Risk Assessment; Infrastructure Setup; Incident Response; Monitoring; Awareness; Compliance & Governance; Vulnerability Management) 5 Network Support (Setup & Configuration; Monitoring & Maintenance; Issue Resolution; Security; Upgrades) 6 Operational Fire Support (Maintenance & Monitoring; Integration & Upgrades; Security; Risk Assessment & Compliance; Fault Diagnosis & Resolution; Data Management) 7 Service Delivery (Strategy; Service Design; Service development; End User Devices; Service Transition; Service Levels; CRM) 8 Service Management (Service Design & Transition; Service Operation; CSI; Change, Incident, Problem & IT Asset Management; SLA Management; Reporting). Some of the key principles that ESFRS would expect to

underpin working in partnership would include:- A reduction in IT & technology costs in real terms over the medium to long term- Maximising the value from existing and new IT investment- Delivery of measurable improvements in technology performance & availability- Avoidance of the need to change on a "cost per unit" basis for services- Improving the service to operational & business stakeholders- Providing thought leadership in opportunities from emerging technologies- Encouraging technology cooperation & collaboration across fire & rescue services- Engagement with other emergency services and local authority stakeholders- Providing opportunities to enhance community fire safety thought public engagementWe are a community focused service and expect our suppliers to demonstrate their how they will deliver to sustainability, social responsibility, diversity, and inclusion through this contract.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to 24 months.

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

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of expressions of interest

Date

10 December 2023

Local time

12:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

East Sussex Fire Authority

Lewes

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Crown Commercial Service

Liverpool

Country

United Kingdom

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

East Sussex Fire Authority

Lewes

Country

United Kingdom