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Contract

End User Services

CROYDON COUNCIL

F03: Contract award notice

Notice identifier: 2024/S 000-039265

Procurement identifier (OCID): ocds-h6vhtk-04c29e

Published 5 December 2024, 2:54pm

Section I: Contracting authority

I.1) Name and addresses

CROYDON COUNCIL

Bernard Weatherill House,8 Mint Walk

CROYDON

CR01EA

Contact

Jacob Aghedo

Email

jacob.aghedo@croydon.gov.uk

Telephone

+44 2087266000

Country

United Kingdom

Region code

UKI62 - Croydon

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.croydon.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

End User Services

Reference number

LBC/TN/188

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 London Borough of Croydon is seeking a supplier for End User Services. All suppliers listed under Lot 3a (End User Services) and Lot 3c (Technical Management) on the Crown Commercial Services (CCS) Technology Services 3 Framework were invited to tender for this service. The objective is to establish a hybrid service model that combines both outsourced and in-house services.

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: £3,679,242.55

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Various sites across the London Borough of Croydon

II.2.4) Description of the procurement

The Council has invited all suppliers listed on the Crown Commercial Services framework RM6100 Technology Services 3 - Lot 3a (Operational Services - End User Services) and Lot 3c (Operational Services - Technical Management) to submit tenders for this service. Invitations to Tender were sent through the Council's e-tendering portal to all 93 companies listed in both Lots of the framework. Bidders were given 34 days to respond to the invitation.

The outsourced services include:

- Service Desk Management
- Device Management
- Technical Support

This contract aims to support the Council's ICT priorities and deliver a modern ICT service for users. The goal is to facilitate quick changes that improve the agility and efficiency of the Council.

This notice indicates the intention to award a contract based on the Crown Commercial Services RM6100 Technology Services 3 framework agreement, following a competitive process. The contract will last for 60 months, starting on the 16th of March 2025. with no allowable extensions.

II.2.5) Award criteria

Quality criterion - Name: Technical, Account Management, Implementation etc / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a further competition on Crown Commercial Services framework RM6100 Technology Services 3 - Lot 3a (Operational Services - End User Services) and 3c (Operational Services - Technical Management). The requirement for prior publication of a tender notice under PCR 2015 does not apply to this award.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

LBC/TN/188

Lot No

CCS framework RM6100 TS 3 - Lot 3a and 3c

Title

End User Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 November 2024

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

Little Fish (UK) Limited

Price House, 37 Stoney Street,

Nottingham

NG1 1LS

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

04700876

The contractor is an SME

No

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

Total value of the contract/lot: £3,679,242.55

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

N/A

N/A

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The contracting authority will operate a minimum 10 calendar day

standstill period at the point information on the award of the contract is communicated to tenderers to provide time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

Unsuccessful tenderers shall be notified by the contracting authority as soon as possible after the decision is made as to the reasons why they were unsuccessful. The Public Contracts Regulations 2015 provide that aggrieved parties who have been harmed, or are at risk of harm, by breach of the rules are to take action in the High Court (England, Wales and Northern Ireland)