**TENDER FOR THE SUPPLY OF A MANAGED ICT SUPPORT SERVICE**

**PROCONTACT REFERENCE DN 623119**

Hartlepool Borough Council are conducting a procurement for the provision of full scope ICT managed services via Restricted Process to replace an existing arrangement that expires in September 2023.

Through this selection phase and a subsequent ITT phase, the Council will identify a single supplier to provide full scope ICT managed services for a maximum of 6 years (4+1+1) with effect from September 2023.

This selection phase is open to all potential providers of full scope ICT managed services and interested providers will be required to complete a Pre-Qualification Questionnaire.  The Council will down select five suppliers to proceed to the ITT phase based on the responses to the questionnaire.

Hartlepool Borough Council employs approximately 2,000 staff to deliver public services to a population of over 93,000 residents and has set out its ICT strategy that outlines how, over the coming years, the Council will improve services for its residents and employees by positioning ICT (and digital) as a business enabler.  The Council is excited about working with providers who can help shape and deliver the Council's ambitions.

A high-level service specification is available for reference (Document 3), however, the scope of the procurement can be summarised as:

**Service Integration and Service Management**

• Full ICT support and integration services across multiple service components including operational management of Council-owned 3rd party contracts; continual service improvement and user-centric ways of working; asset, licence and configuration management; using owned instance of ITSM toolset

**End User Computing**

• Provision of support and enabling services to allow end users to work ‘any time’ and ‘anywhere’. Includes support of physical devices (laptops, desktops & corporate tablets) and installed software, remote take-over

**Service Desk**

• UK based single point of contact for end users; Provides self-help and multi-channel contact; Targets first contact resolution; passes user records on to other resolver groups; provision and deployment of applicable ITSM toolset

**Hosting and Data Centre Services**

• Manage existing hosting environment in 3rd party data centre facility; expertise on design and migration to future cloud-based alternative; manage full life cycle of supported services; DR/BC provision

**Network Services**

• Office WiFi & LAN; Inter-site connections; Dark fibre link, Outbound connectivity (internet, PSN); Network services (DNS, DHCP, WiFi Certs, Firewall, Monitoring); SIP trunking and session controller management

**Application Support and Development**

• Facilitate and coordinate application maintenance services and provision of lifecycle management of the application estate against an application strategy

**Procurement – Hardware / Software**

• Single point of contact for the procurement of all Council ICT hardware, ensuring value for money purchase of defined equipment

**Project Management**

• Provision of resources to support the Council in delivering programmes and projects across a wide range of ICT activities

**Managed Print**

Coordinate and manage print services to support the Council’s printing, scanning, and copying requirements through an incumbent sub-contractor

Individuals wishing to register an interest and download the procurement documents, should apply via the ProContract e-tendering portal [**https://procontract.due-north.com**](https://procontract.due-north.com)

All completed documentation for the first stage of this tender must be completed and returned via the ProContract e-tendering portal only and by no later than 5pm on Friday 19th August 2022. Postal or e-mailed submission will not be accepted