

**United Kingdom-London: IT services: consulting, software development, Internet and support  
OJ S 41/2021 01/03/2021  
Contract award notice  
Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: The Police ICT Company

National registration number: N/A

Postal address: 33 Queen Street

Town: London

NUTS code: UK United Kingdom

Postal code: EC4R 1AP

Country: United Kingdom

Contact person: Hannah Parfitt

E-mail: [hannah.parfitt@ict.police.uk](mailto:hannah.parfitt@ict.police.uk)

**Internet address(es):**

Main address: <https://ict.police.uk/>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/32217>

**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**

Provision of Software and Hardware Managed Services

Reference number: PICTCN-095-2020

**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 Police ICT Company has established a single provider framework agreement for the provisions of Software and Hardware Managed Services with Risual Ltd. This will be for a period of 4 years (with an initial term of 3 years and the option for the Police ICT Company, acting in its sole discretion, to extend for a further 1 year).

The framework agreement will be the overarching agreement between the Company and the successful provider, Risual Ltd, and which describes the available services, deliverables and goods which the customer and customer may order under a call off contract. The framework agreement will be available for use by the Company and other contracting bodies as listed.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 6 000 000,00 GBP

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

30000000 Office and computing machinery, equipment and supplies except furniture and software packages, 32000000 Radio, television, communication, telecommunication and related equipment, 32400000 Networks, 32500000 Telecommunications equipment and supplies, 48000000 Software package and information systems, 48100000 Industry specific software package, 48200000 Networking, Internet and intranet software package, 48300000 Document creation, drawing, imaging, scheduling and productivity software package, 48400000 Business transaction and personal business software package, 48500000 Communication and multimedia software package, 48600000 Database and operating software package, 48700000 Software package utilities, 48800000 Information systems and servers, 48900000 Miscellaneous software package and computer systems, 50000000 Repair and maintenance services, 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment, 51000000 Installation services (except software), 51600000 Installation services of computers and office equipment, 72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72500000 Computer-related services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72800000 Computer audit and testing services, 72900000 Computer back-up and catalogue conversion services, 72300000 Data services, 72400000 Internet services, 30200000 Computer equipment and supplies

#### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

#### **II.2.4. Description of the procurement**

The Company requires a provider for the provision of a managed IT service to support its operations and that of the agencies that the Company also supports. The existing contract for the service expires on 1 April 2021. There will be a transition period where the newly appointment provider will be required to work with the incumbent provider, to ensure a smooth transition, so minimising the disruption to the users and the Company.

#### **II.2.5. Award criteria**

Quality criterion - Name: Quality / Weighting: 60 %

Price - Weighting: 40 %

#### **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

### II.2.14. Additional information

The framework is open to a wide range of policing bodies, law enforcement agencies and other Bluelight Services. A full list is set out within the ITT documentation.

## Section IV: Procedure

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### IV.1. Description

#### IV.1.1. Type of procedure

Restricted 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 in the OJ S: [2020/S 187-452878](#)

#### IV.2.8. Information about termination of dynamic purchasing system

#### IV.2.9. Information about termination of call for competition in the form of a prior information notice

## Section V: Award of contract

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**Contract No:** 1

**Title:**

Provision of Software and Hardware Managed Services

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

01/02/2021

#### V.2.2. Information about tenders

Number of tenders received: 3

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

#### V.2.3. Name and address of the contractor

Official name: Risual Ltd

Postal address: Risual House Parker Court Staffordshire Technology Park, Beaconside, Stafford

Town: Staffordshire

NUTS code: UK United Kingdom

Postal code: ST18 0WP  
Country: United Kingdom  
The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 6 000 000,00 GBP

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

The Company is procuring a framework agreement which is open for itself and all policing bodies and law enforcement agencies to use. Call-off contracts may be awarded at any time during the remainder of the term of the framework agreement, subject to the provisions regarding the term of call-off contracts as set out in the framework agreement and template call-off contract (including, without limitation, that any other customer's call-off contract must be co-terminous with that of the Company).

The Company will operate as agent for other customers in managing their call-off contracts, to ensure streamlined service delivery. Further details are included in the framework agreement and template call-off contract.

The estimated value of the framework described in this OJEU notice is £6million. This is on the assumption that a number of call-off contracts, in addition to the Company's own contract, are awarded. The Company estimates the value of its own contract (assuming that all five years of the call-off contract term are utilised) to be GBP 2 — GBP 3 million. For the avoidance of doubt, the Company gives no warranty or representation as to the value of any call-off contract, or the number of call-off contracts, if any, which may be awarded.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The Police ICT Company  
Postal address: 33 Queen Street  
Town: London  
Postal code: EC4R 1AP  
Country: United Kingdom  
Internet address: <https://ict.police.uk/>

**VI.5. Date of dispatch of this notice**

24/02/2021