

United Kingdom-Cambridge: Helpdesk services
OJ S 63/2017 30/03/2017
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: GEANT Limited
Postal address: City House, 126-130 Hills Road
Town: Cambridge
Postal code: CB2 1PQ
Country: United Kingdom
Contact person: www.geant-procurement.net
For the attention of: Procurement Manager
E-mail: procurement@geant.org
Telephone: +44 1223371300
Fax: +44 1223371371

Internet address(es):

General address of the contracting authority: www.geant.org
Address of the buyer profile: www.geant-procurement.net

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Other: research and education networks

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

GEANT Service Desk 2017.

II.1.2. Type of contract and place of performance or delivery

Services

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

We aim to establish a contract with a single supplier of 1st line Service Desk function as part of the

Operations Centre, for a maximum term of up to 4 years.

The Service Desk (SD) provides a 24x7x365 service as the first point of contact for all new incidents. The Service Desk is currently outsourced to a telecommunications managed services provider.

The Service Desk's responsibilities are to:

- Manage telephone calls from users, vendors and suppliers such as NRENs, equipment vendors, housing facilities, peer NOCs, field engineers, etc.;
- Manage emails from users, vendors and suppliers such as NRENs, equipment vendors, housing facilities, peer NOCs, field engineers, etc.;
- Create and distribute email distributed tickets for incidents displayed by the GÉANT Network Management Systems and progress/update or escalate these accordingly to resolution.
- Carry out basic fault isolation of certain incidents as prescribed by work procedures and raise tickets with appropriate users and resolver groups;
- Monitor ticket/incident progress and update tickets according to contracted SLAs: SLAs between GEANT and the SD provider will exist as well as GEANT's publicised GOC response SLAs and incident resolution SLAs.
- Provide updates as appropriate to users (normally by email from the ticket system);
- Carry out various ad-hoc tasks such as arranging access with site providers for engineers and managing equipment delivery arrangements with sites;
- Conduct quarterly service reviews;
- Provide monthly reports based on information from the GEANT Ticket System and the supplier's own systems as appropriate and in line with GEANT requirements. Typically, the supplier will be required to provide telephony statistics as per this document.

The Operations Centre generates approximately 1350 tickets per quarter of which approximately 20 % are generated outside of core office hours (0700-2100 Monday — Friday CET or CEST). Currently an NMS incident will result in a partially created ticket in the GEANT Trouble Ticket System (TTS). The SD is responsible for completing various ticket details and distributing the notification via the TTS. The working language of the 1st line Service Desk must be English.

Service Level Guarantees (SLGs) are set against ticket response times. Typically these are 15 minutes for the completion and distribution of a ticket resulting from an NMS flagged incident, 15 minutes to respond to a user's email with a template response and 90 minutes to react to a notification of maintenance. These are set out later in this document.

All tools required by the SD are provided by GEANT. The tool set is 100 % portable and comprises of:

- Web based portals for:
 - a. Network management system (NMS);
 - b. Trouble Ticket System (TTS);
 - c. Inventory Database;
 - d. Looking Glass system;
 - e. Optical Network Management Portal;
 - f. Supplier Portals:
- Client based Graphical Network Visualisation tool. The client is provided.

— Process documentation, to be kept on the SD provider's document management system under agreed change control procedures.

II.1.6. CPV code(s)

72253100 Helpdesk services, 64216210 Value-added information services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

See II.1.5.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: Range: between 1 and 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Participants will be advised if this is necessary during the procurement. Parent company and /or other guarantees of performance and financial stability may be required by GEANT or proposed by participants if considered appropriate.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

No specific legal form is required but if a contract is awarded to a consortium, GEANT may require the consortium to form a separate legal entity before entering into any Contract.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Information and formalities necessary for evaluating if the requirements are met: Candidates' personal situation will be assessed on the basis of information provided in response to a Selection Questionnaire. This procurement will be managed electronically via GEANT's e-Procurement platform where all tender documents can be found. To participate in this procurement, participants must first be registered on www.geant-procurement.net

If you have not yet registered on the e-Procurement platform, this can be done online at www.geant-procurement.net Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at www.geant-procurement.net Once you have registered at www.geant-procurement.net a registered user can express an interest for a specific procurement. For technical assistance on use of GEANT's e-Procurement platform, please refer to the help guides that are available on the right hand side of the screen when registering. If these do not resolve your query, please contact procurement@geant.net Responses must be submitted by the date in IV.3.4.

III.2.2. Economic and financial ability

List and brief description of conditions: Candidates' economic and financial capacity will be assessed according to the criteria set out within the selection questionnaire (SQ). The SQ can be accessed at: www.geant-procurement.net using the instructions detailed in III.2.1.

III.2.3. Technical and professional ability

List and brief description of conditions:

Candidates' technical capacity will be assessed according to the criteria set out within the SQ. The SQ can be downloaded from www.geant-procurement.net using the instructions detailed in III.2.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 5

Objective criteria for choosing the limited number of candidates: As stated in SQ.

IV.1.3.

Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

24.4.2017 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: yes

Identification of the project: RI-605243 — GN3PLUS.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: GEANT will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge

the award decision before the contract is entered into. The Public Contracts Regulations 2006 (SI 2006 No 5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

VI.4.3. Service from which information about the review procedure may be obtained

Official name: High Court (England, Wales and Northern Ireland)Postal code: WC2A 2LL

Country: United Kingdom

VI.5. Date of dispatch of this notice

28.3.2017