

United Kingdom-London: Helpdesk and support services

OJ S 75/2017 15/04/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department for the Environment, Food and Rural Affairs

Postal address: 17 Nobel House

Town: London

NUTS code: UK United Kingdom

Postal code: SW1P 3JR

Country: United Kingdom

E-mail: Rob.Yems@environment-agency.gov.uk

Telephone: +44 7850064210

Internet address(es):

Main address: <https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Address of the buyer profile: <https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.defra.bravosolution.co.uk/web/login.html

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: www.defra.bravosolution.co.uk/web/login.html

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Service Desk and Service Management.

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

At the heart of the delivery of the authority's end-to-end ICT services is the Service Desk which will act a single point of contact and support the authority's business units, end-users and other Unity suppliers in enabling the authority's core business.

The Service Desk will play a significant role in supporting the authority's service management function to achieve its goal of ensuring the services delivered to its end-users are fit for purpose and fit for use.

To express an interest in this tender and obtain the procurement documentation navigate to the following URL

<https://defra.bravosolution.co.uk/web/login.html>

II.1.5. Estimated total value

Value excluding VAT: 14 500 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

32429000 Telephone network equipment, 72600000 Computer support and consultancy services, 72253000 Helpdesk and support services, 72510000 Computer-related management services, 72250000 System and support services, 64210000 Telephone and data transmission services, 72500000 Computer-related services, 72253100 Helpdesk services, 72610000 Computer support services, 72253200 Systems support services, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: United Kingdom and Northern Ireland.

II.2.4. Description of the procurement

The Service Desk will be provided to Defra and other organisations in the Defra Group including, the Environment Agency (EA), Natural England (NE), Rural Payments Agency (RPA), Animal and Plant Health Agency (APHA) and Marine Management Organisation (MMO).

The current incumbent service desk providers deliver services to both Defra and the Environment Agency across 371 sites in the UK, of which 161 are offices, 131 stores or depots. The service is to be made available to 21 000 staff across the UK.

Other Defra affiliated organisations that may choose to take services under the proposed contract at a later date and would be considered to be in scope organisations can be found via the following link:

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

For the avoidance of doubt this, Defra Group organisations and Defra affiliated organisations will be beneficiaries of this Service Desk Contract.

Defra Group are seeking a Supplier for the provision of a Service Desk, operating 24 hours a day 7 days a week, including UK bank holidays through which end-users of the authority's ICT services can direct incidents, raise service requests, and seek guidance.

The Service Desk will play a significant role in supporting the authority's service management function to achieve its goal of ensuring the services delivered to its end-users are fit for purpose and fit for use.

The Supplier when delivering Services Desk services shall help drive maximisation of First Time Fix resolving incidents as early as possible and help assist the authority in moving end-users to the most cost effective contact channel that fulfils their ICT needs, in particular, self-help articles facilitated via a central self-service portal.

The Service Desk Supplier shall;

- act as the single point of contact for end users and other Authority ICT suppliers and manage and be responsible for the following on behalf of the authority;
- incident management;
- major incident management;
- problem management;
- request fulfilment;
- access management;
- reporting and trend analysis;
- provide first contact resolution;
- propagate shift left opportunities;
- interact and participate with other ITIL processes;
- continual service improvement and innovation;
- on boarding new services/suppliers and off boarding incumbent services/suppliers to the service desk function;
- manage day-to-day communications with end users and other Authority ICT suppliers;
- provide help and guidance on the Authority's IT services.

The authority currently has 3 independent service desks and each will be transitioned to the one single point of contact Service Desk. At the point of the new Service Desk Supplier taking on the services for each of the desks all 3 service desks will have transitioned to the Authority's Service Now toolset.

The Supplier shall be responsible for providing the physical Service Desk facility and local IT infrastructure and provide connectivity to the authority network for the remote access to the authority systems and first contact resolution tools in scope of the suppliers responsibility to enable remote support for end — users, and will require internet connectivity to access the SaaS Service Now.

The ITSM toolset (IT Service Management) which has been procured separately by the authority, includes features which support end user empowerment such as self-service and also tools which broaden the contact channels including web chat. The Service Desk provider will be mandated to utilise the authority provided ITSM toolset.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Quality criterion / Weighting: 60 %

Price - Weighting: 40 %

II.2.6. Estimated value

Value excluding VAT: 14 500 000,00 GBP

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:

Up to 12-month extension at the discretion of Defra.

II.2.10. Information about variants

Variants will be accepted: no

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

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

N/A.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Minimum financial standing requirements:

Suppliers annual turnover must exceed 17 400 000 GBP;

The Suppliers must have a Dunn and Bradstreet or equivalent assessment of 2 (low risk proceed with transaction) or above to demonstrate that they have the financial robustness to take on the contract;

A Supplier which fails to meet these requirements will be admitted if they procure a parent company guarantee from a related company which does meet these requirements and which is either domiciled in the UK or must have a registered office in the UK.

Tenderers must also have the following insurance cover:

Employer's (Compulsory) Liability Insurance = 5 000 000 GBP;

Public Liability Insurance = 10 000 000 GBP;

Professional Indemnity Insurance = 10 000 000 GBP; and

Product Liability Insurance = 5 000 000 GBP.

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

N/A.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 26/05/2017 Local time: 14:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

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

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 26/05/2017 Local time: 14:30

Place:

17 Nobel House, London, SW1P 3JR.

Information about authorised persons and opening procedure: Steve Falconer & Rob Yems authorised persons. Tenders will be opened in the Bravo system BS. All electronic envelopes opened in unison with both authorised persons present. BS records the time and date of the opening and this date stamp cannot be edited. BS records late tenders as such. If a tender is submitted late due to a technical issue with BS it will be noted as late and opened for consideration.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Department for the Environment, Food and Rural Affairs

Postal address: Nobel House

Town: London

Postal code: SW1P 3JR

Country: United Kingdom

E-mail: rob.yems@environment-agency.gov.uk

VI.4.2. Body responsible for mediation procedures

Official name: Royal Courts of Justice

Town: London

Postal code: WC1A 2LL

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

OJEU procedures include a minimum 10-calendar day standstill period at the point information on the award of the contract is communicated to bidders. This period allows unsuccessful bidders to seek further debriefing from the contracting authority before the contract is entered into. If an appeal regarding the award of a contract has not been successfully resolved 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). Any such action must be brought promptly.

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

Official name: Department for the Environment, Food and Rural Affairs

Postal address: Nobel House

Town: London

Postal code: SW1P 3JR

Country: United Kingdom

E-mail: rob.yems@environment-agency.gov.uk

VI.5. Date of dispatch of this notice

13/04/2017