

United Kingdom-Braintree: Maintenance of information technology equipment

OJ S 86/2014 03/05/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Greenfields Community Housing
Postal address: Greenfields House, Charter Way
Town: Braintree
Postal code: CM77 8FG
Country: United Kingdom
Contact person: Procurement Manager
For the attention of: Mandy Rose
E-mail: mandy.rose@greenfieldsch.org.uk
Telephone: +44 1376332483
Fax: +44 1376332498

Internet address(es):

General address of the contracting authority: www.GreenfieldsCH.org.uk

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

Housing and community amenities

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**

ICT Infrastructure Technical Support

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

Services

Service category No 7: Computer and related services

NUTS code UKH3 Essex

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)

Maintenance of information technology equipment. Information technology services. Information technology requirements review services. Greenfields is seeking a partner to provide 3rd line support and advice for comprehensive telephone and remote support of their business critical IT systems and a number of IT related projects

II.1.6. CPV code(s)

50312610 Maintenance of information technology equipment, 72222300 Information technology services, 72223000 Information technology requirements review services

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

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Greenfields is seeking a partner to provide 3rd line support and advice for comprehensive telephone and remote support of their business critical IT systems and a number of IT related projects. This includes but not limited to:

- ICT 3rd line telephone and remote support services including remote investigation and resolution/workaround to ensure continuation of services 7.30 am to 6 pm weekdays
 - Monitoring, status change of servers and network infrastructure alerting (emails/SMS) 24/7 to Greenfields ICT Team
 - Provide report statistics on a monthly basis of ICT systems and services uptime/performance and disk capacity usage
 - Compile a complete inventory of Greenfields network infrastructure
 - Monitor and manage firewall on a 24 hour basis and provide Greenfields ICT Services Manager with regular monthly reports
 - Responsible for day to day support, maintenance and when required the upgrade of Network infrastructure
 - Telephony system (we are currently in contract with a provider therefore this service will not be required from the successful partner until April 2015)
 - IT Projects, which may include but not limited to, DR/backup.replication, Two factor authentication, Cisco Jabba,End of Life Cisco Hardware, Firewall replacement
- The contract period will be for 3 year duration with an option to extend for 2 x 12 months. The partner will be required to fully manage Greenfields software assurance requirements for Callrex,Cisco, VMWare , Zeacom and Citrix. We do not have a licensing partner and therefore only require our partner to validate and renew.
- The partner will provide a fully project managed installation service for all new or upgraded equipment, software and services as and when required. The full scope of works and acceptance criteria for the project, defined roles and responsibilities, identifying any pre requisites will be discussed and agreed by both parties prior to implementation.
- The partner will be expected to create a close working relationship with Greenfields ICT Services assisting with the reporting of security incidents and investigatory as may be required. i.e.
- Advise and recommend on virtual/network infrastructure improvements.

- Perform and document a vulnerability assessment by performing an annual network penetration test.
- Provide on an annual basis an 'end of life' equipment list inc costs to replace.

II.2.2. Information about options

II.2.3. Information about renewals

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

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

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

III.1.4. Contract performance conditions

III.2. Conditions for participation

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

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

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

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: and Maximum number 8

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

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

GREEN0267

IV.3.2. Previous publication concerning this procedure

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

Time limit for receipt of requests for documents or for accessing documents: 30.5.2014 - 12:00

Payable documents: no

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

2.6.2014 - 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

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

VI.2. Information about European Union funds

VI.3. Additional information

Please express your interest to mandy.rose@GreenfieldsCH.org.uk quoting GREEN0267 so that a PQQ can be despatched. Completed PQQ's in hard copy must be delivered to Greenfields by the closing date of noon 2nd June 2014.

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender.

To view this notice, please click here:

<https://www.paessex.gov.uk/delta/viewNotice.html?noticeId=97074950>

GO Reference: GO-2014428-PRO-5634518.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

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

VI.5. Date of dispatch of this notice

28.4.2014