

**United Kingdom-London: IT services: consulting, software development, Internet and support
OJ S 96/2019 20/05/2019
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gateway Housing Association

Postal address: 409-413 Mile End Road

Town: London

NUTS code: UKI London

Postal code: E3 4PB

Country: United Kingdom

E-mail: nathan@clarityprocurement.co.uk

Telephone: +44 1942725438

Internet address(es):

Main address: <http://www.gatewayhousing.org.uk>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

IT Managed Support Services

Reference number: IT-MSP-2018

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

Gateway Housing is seeking to appoint a supplier to manage the support of its IT service. This will include provision of an on-site resource for each working day of the year who will resolve day-to-day issues and undertake project work as time permits. This must be reinforced by an off-site second and third line resolver function and an off-site service desk for logging calls. The supplier will also be expected to monitor key services such as the servers, storage and networks with the capability to respond to alerts and alarms on a 24 x 7 basis.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 340 200,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72250000 System and support services

II.2.3. Place of performance

NUTS code: UKI London

Main site or place of performance: LONDON

II.2.4. Description of the procurement

The key objective associated with the contract is to appoint a single supplier to provide:

- service desk providing triage and first line support services supported by an on-site resource and appropriate resolver groups to support and manage all in-scope services,
- a permanent on-site resource, provided each and every working day, and primarily focused on desk-side support and to provide other first, second and third line support and in-scope project-related activities,
- first line support for line of business applications with the ability to pass relevant calls to the application providers under application support contracts which Gateway has in place and for which Gateway is responsible,
- additional staff working either on-site or remotely to support the on-site resource in delivering the in-scope support and project activities,
- escalation point for the on-site resource to access second and third line resolver group activities where resolution is beyond the resource's primary skills and capabilities,
- senior engineers who can provide support and assist with projects which are outside the primary technical capabilities of the on-site resource, with on-site attendance by suitably qualified personnel to resolve such issues as and when required,
- maintenance and support services (break/fix) as escalated by either Gateway Housing or the supplier's support teams and as necessary using the services contracted through third-party extended warranties, etc,
- consultancy and advisory services to ensure that the infrastructure services remain fit for purpose during the contract term and to support the implementation of any new business applications and changes in working practice,
- proactive monitoring of core infrastructure services including infrastructure located Gateway Housing's server room and the WAN/Internet connection,
- managing backups and business continuity (disaster recovery),
- change control, and assistance with new projects.

The project relates to the support of Gateway Housing's infrastructure, including standard microsoft and other utility software, operating systems, networks, servers, storage devices, desktop devices, mobile phones, firewalls and other security services and other relevant services and devices as detailed in the tender documentation.

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: yes

Description of options:

It is envisaged that the contract with the successful bidder shall last for an initial period of three (3) years, with an option to extend at Gateway Housing Association's sole discretion for a further two (2) periods of one (1) year each, giving a total potential term of up to five (5) years.

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 IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted 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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 164-374802](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

12/04/2019

V.2.2. Information about tenders

Number of tenders received: 4

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

V.2.3. Name and address of the contractor

Official name: Waterstons

Postal address: Liddon Court, Aykley Heads

Town: Durham

NUTS code: UKI London

Postal code: DH1 5TS

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: 340 200,00 GBP

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=397729295>

GO Reference: GO-2019516-PRO-14901424

VI.4. Procedures for review**VI.4.1. Review body**

Official name: The High Court of England and Wales

Town: London

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Gateway Housing Association will enter into the contract following a minimum 10 calendar day standstill period, starting on the day after the notification of the result. The Public Contracts Regulations 2015 (SI 2015/102) (as amended) (the Regulations) provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the Regulations to bring proceedings in the High Court. Any such proceedings must be brought within the limitation period specified by the Regulations according to the remedy sought.

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

Official name: The Cabinet Office

Town: London

Country: United Kingdom

VI.5. Date of dispatch of this notice

16/05/2019