

United Kingdom-Leatherhead: IT services: consulting, software development, Internet and support**OJ S 99/2020 22/05/2020****Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Surrey and Borders Partnership NHS Foundation Trust

Postal address: 18 Mole Business Park

Town: Leatherhead

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: KT22 7AD

Country: United Kingdom

E-mail: David.mizon@sussexpartnership.nhs.uk

Telephone: +44 1883383838

Internet address(es):Main address: <https://www.sussexpartnership.nhs.uk/>**I.3. Communication**

Access to the procurement documents is restricted. Further information can be obtained at:

<https://commercialsolutions.bravosolution.co.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via:

<https://commercialsolutions.bravosolution.co.uk>

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

I.4. Type of the contracting authority

Other type: NHS Foundation Status Trust

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Sussex Partnership NHS Foundation Trust ITSM Managed Service Replacement

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

Please note this is the replacement of an open procedure cancelled as a result of impacts due to Covid-19 (Document number [2020/S 054-129774](#))

This procurement is for the replacement of the Sussex Partnership NHS Foundation Trust's Service Desk and ITSM managed service. The contract also covers the full replacement of Trust end user computing devices and associated management and support of those devices for the term.

II.1.5. Estimated total value

Value excluding VAT: 18 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment, 51610000 Installation services of computers and information-processing equipment, 72110000 Hardware selection consultancy services, 72510000 Computer-related management services, 72540000 Computer upgrade services, 72590000 Computer-related professional services, 72610000 Computer support services, 72710000 Local area network services, 72720000 Wide area network services, 72810000 Computer audit services

II.2.3. Place of performance

NUTS code: UKJ2 Surrey, East and West Sussex

Main site or place of performance: Sussex partnership NHS Foundation Trust and all associated sites. please see <https://www.sussexpartnership.nhs.uk/our-locations> for indicative locations

II.2.4. Description of the procurement

The authority is looking to procure the following from a single Bidder under the terms and conditions provided to the bidders:

- a fully managed service
- a full device refresh of desktop and laptop devices and upgrade to Windows 10 and Office 2019 (see Volumetric Document for device numbers)
- an on-authority premises service desk (all core hours service desk support must be provided on the authority site)
- a full break/fix service and incident management with associated SLAs (financial rights of remedy mandatory)
- a fully featured ITSM tool and portal for end users
- full call handling system and alternative contact methods
- change management services
- knowledge management services
- asset management and device tracking services
- problem management services
- configuration management services
- moves, adds and changes
- Wi-Fi Service Management (Full Authority private and public Wi-Fi management and break /fix)
- implementation services including but not limited to setup, training, data migration, testing, go-live, and post go-live support

- ongoing professional services and support.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 18 000 000,00 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 two (2) renewals of 12 months each (a total of an additional 24 months).

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Options are permitted in accordance with the guidance set out in the procurement documentation.

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.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.3. 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

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

Date: 19/06/2020 Local time: 12:00

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

Date: 29/06/2020

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: 5 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: NHS England

Town: London

Country: United Kingdom

VI.5. Date of dispatch of this notice

19/05/2020