

United Kingdom-London: Computer-related services

OJ S 177/2014 16/09/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Monitor

Postal address: Wellington House, 133-155 Waterloo Road

Town: London

Postal code: SE1 8UG

Country: United Kingdom

Contact person: As above

For the attention of: Dhar Grewal

E-mail: dhargrewal@monitor.gov.uk

Telephone: +44 2037470399

Internet address(es):

General address of the contracting authority: <http://www.monitor.gov.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: Official name: Monitor

Postal address: Wellington House, 133-155 Waterloo Road

Town: London

Postal code: SE1 8UG

Country: United Kingdom

Contact person: As above

For the attention of: Dhar Grewal

E-mail: dhargrewal@monitor.gov.uk

Telephone: +44 2037470399

Internet address: <http://www.monitor.gov.uk>

I.2. Type of the contracting authority

Other: Non Departmental Public Body

I.3. Main activity

Health

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

Managed ICT Infrastructure and Associated Services.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Inner London.

NUTS code UKI1 Inner London

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)

Overview:

Provision of Managed Information and Communication Technology (ICT) infrastructure and associated services.

About the Authority:

Monitor is an executive non-departmental public body of the Department of Health based in London. As the sector regulator for health services in England, our job is to make the health sector work better for patients. We make sure that:

- independent NHS foundation trusts are well-led so that they can deliver quality care on a sustainable basis;
- essential services are maintained if a provider gets into serious difficulties;
- the NHS payment system promotes quality and efficiency;
- procurement, choice and competition operate in the best interests of patients.

Further information on Monitor can be found at www.monitor.gov.uk

Object of the proposed contract:

The proposed contract award is for the provision of managed ICT infrastructure and associated services, including support and disaster recovery services, for a period of five years (with break points at years two and four). Monitor currently owns its ICT infrastructure which is hosted at its headquarter offices in London, SE1 with a replicated server infrastructure at its disaster recovery centre, hosted by In-Technology at Global Switch 1 in London, E14. The contract provision shall include the management and support of all servers, networking infrastructure and the provision of desktop support and helpdesk services.

Background:

Monitor currently outsources its ICT infrastructure support and directly employs three staff who provide local expertise and a degree of local control and co-ordination of ICT services, and this is proposed to be the ongoing service delivery model, following the award of this contract.

Monitor currently has approx. 450 workstations of which approx. 420 are Thin Client devices running Windows 2008 R2 Terminal Services and the rest are PCs running Windows 7 and Windows 8.1. It is possible that the number of workstations will increase to approximately 550 during the course of the contract so incremental support would be required to accommodate any such increase.

The successful tenderer will be required to coordinate the provision of services to Monitor by third party IT and application providers.

Requirements:

As Monitor is a knowledge based organisation relying on the high availability of fully operational ICT infrastructure, it has implemented resilient systems and infrastructure. In the event that a hardware issue arises Monitor needs to have the appropriate support engineers

on site at either our headquarters or data recovery site within four working hours, in order to expedite restoration of services.

Given the infrastructure outlined above the selected supplier will need to be able to meet the following minimum requirements:

- Microsoft Gold Partner or higher level of accreditation with Microsoft.
- Ability to have suitably qualified engineers on site at our Headquarters and/or our Disaster Recovery site in docklands, within an hour if needed to resolve a severity one issue.
- Experience of running a VMware V Sphere environment.
- Experience of running remote desktop environment.
- Cisco networks, wireless networks and firewall experience in a high availability environment.

The scope of the contract shall include the main infrastructure functions such as service desk, server management, provision, build and support of desktops, security, some database administration, network management, service management, 2nd and 3rd line support and downstream contract management on technologies which include Windows Server, SQL, virtualisation and SAN management.

The business has requirements regarding the need to have more flexible ways of working (e.g. mobile, remote and flexible working) and the possibility of new UK offices may mean the infrastructure will need to encompass an effective and resilient 'network-centric' capability.

Through this procurement Monitor is seeking to:

1. achieve value for money from infrastructure services;
2. enhance the quality of services delivered to users;
3. stimulate innovation in service delivery;
4. access the right blend of skills required to support the delivery of ICT services in the future (e.g. business analysis skills, service delivery/contract management);
5. create a longer term strategic partnership with the selected supplier; and
6. maintain and further enhance the security and resilience of the service.

II.1.6. CPV code(s)

72500000 Computer-related services, 72251000 Disaster recovery services, 32424000 Network infrastructure, 72700000 Computer network services, 72510000 Computer-related management services, 72261000 Software support services, 72610000 Computer support services, 72611000 Technical computer support services, 50332000 Telecommunications-infrastructure maintenance services

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

The procurement is covered by the Government Procurement Agreement: no

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

As set out at II.1.5 above.

Estimated value excluding VAT:

Range: between 1 000 000 and 3 000 000 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

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

Duration in months: 60 (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

None.

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

None.

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

The group will be required to nominate a lead operator with whom Monitor can contract, or form themselves into a single legal entity before the contract is awarded.

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: The Authority will apply all the offences listed in Article 45(1) of Directive 2004/18/EC (implemented as Regulation 23(1) of the Public Contract Regulations (PCR) 2006 in the UK) and all of the professional misconducts listed at Article 45 (2) of Directive 2004/18/EC (see also Regulation 23(2) in the PCR 2006) to the decision of whether an operator is eligible to be invited to tender. A full list of the Regulation 23(1) and 23 (2) criteria are at <http://www.delta-esourcing.com/delta/project/reasonsForExclusion.html#pcr>. Operators will be required to answer these questions as part of the pre-qualification process. For operators who are registered overseas, you will need to declare if you have any offences /misconduct under your own country's laws, where these laws are equivalent to the Regulation 23 lists.

Operators who have been convicted of any of the offences under Article 45(1) are ineligible and will not be selected to bid, unless there are overriding requirements in the general interest for doing so.

Operators who are guilty of any of the offences, circumstances or misconduct under Article 45 (2) may be excluded from being selected to bid at the discretion of the Authority.

III.2.2. Economic and financial ability

List and brief description of conditions: All operators who express an interest in our requirement will be required to complete a pre-qualification questionnaire which will include a request for financial information.

III.2.3. Technical and professional ability

List and brief description of conditions:

3 All operators who express an interest in our requirement will be required to complete a pre-qualification questionnaire.

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: and Maximum number 6

Objective criteria for choosing the limited number of candidates: The limited number of candidates shall be selected as a result of an evaluation of responses to the pre qualification questionnaire.

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

T-KIM-0314-112

IV.3.2. Previous publication concerning this procedure

no

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

13.10.2014

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:
no

VI.3. Additional information

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

11.9.2014