

United Kingdom-Bristol: Helpdesk and support services

OJ S 150/2018 07/08/2018

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Avon Fire & Rescue Service

National registration number: VAT No: 664419911

Postal address: Valley Road, Portishead

Town: Bristol

NUTS code: UKK1 Gloucestershire, Wiltshire and Bristol/Bath area

Postal code: BS20 8JJ

Country: United Kingdom

Contact person: Amy Harraway

E-mail: amy.harraway@avonfire.gov.uk

Telephone: +44 1179262061

Fax: +44 11799253561

Internet address(es):

Main address: <http://www.avonfire.gov.uk>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/30508>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=24978&B=BLUELIGHT

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=24978&B=BLUELIGHT

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Public order and safety

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of IT Helpdesk and Support Services

Reference number: AFRS07-2018-05

II.1.2.

Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Avon Fire Authority requires a IT Helpdesk and Support provision to ensure that Avon Fire and Rescue Service's IT system and infrastructure is available 24 hours a day, 7 days a week and 365 days a year, as this is a critical element of the Authority's business. The Authority requires the IT infrastructure to be robust, reliable and deliver to near perfect availability.

II.1.5. Estimated total value

Value excluding VAT: 1 245 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

72150000 Computer audit consultancy and hardware consultancy services, 72222300 Information technology services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: UKK1 Gloucestershire, Wiltshire and Bristol/Bath area

NUTS code: UKK South West (England)

NUTS code: UK United Kingdom

Main site or place of performance: Avon Fire and Rescue Service HQ, Portishead

II.2.4. Description of the procurement

Avon Fire Authority is seeking a IT Helpdesk and support provision to ensure that Avon Fire and Rescue Service's IT system and infrastructure is available 24 hours a day, 7 days a week and 365 days a year. IT is a critical element of the Authority's business. The Authority requires the IT infrastructure to be robust, reliable and deliver to near perfect availability.

For this provision Avon Fire and rescue service requires a Help desk service, Desk side service, IT strategic and Technical expert advice service, IT Development service and support and Maintenance service.

The IT Strategic and Technical Expert Advice Service will assist with the management of IT provision, advise on the strategic development of IT and complete the objectives agreed in the IT Strategy. This service will also need to play a vital role in producing and ensuring the IT Strategy, IT Disaster Recovery Plan and IT Business Continuity Plan are robust and work for the service.

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: 1 245 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Year x 2, 12 month extensions subject to performance and agreement.

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

Assets owned by Avon Fire and rescue service. Support services to be provided by the contractor.

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

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: no

IV.2. Administrative information

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

Date: 24/09/2018 Local time: 12:00

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.2.7. Conditions for opening of tenders

Date: 24/09/2018 Local time: 14:00

Place:

Avon Fire and Rescue Service HQ, Valley Road, Portishead, BS20 8JJ

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: Avon Fire Authority

Town: Portishead

Country: United Kingdom

VI.5. Date of dispatch of this notice

02/08/2018