

United Kingdom-London: IT services: consulting, software development, Internet and support

OJ S 164/2018 28/08/2018

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**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](mailto:nathan@clarityprocurement.co.uk)

Telephone: +44 1942725438

**Internet address(es):**

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

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./2987G5W7SR>

Additional information can be obtained from the abovementioned address

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

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Housing and community amenities

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**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 24x7 basis.

#### **II.1.5. Estimated total value**

Value excluding VAT: 600 000,00 GBP

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

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

**II.2.6. Estimated value**

Value excluding VAT: 600 000,00 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:

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.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 6

**II.2.10. Information about variants**

Variants will be accepted: no

**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 III: Legal, economic, financial and technical information**

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**III.1. Conditions for participation**

**III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Selection criteria as stated in the procurement documents

**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.2.2. Contract performance conditions**

As stated in the Contract Conditions

## **Section IV: Procedure**

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### **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: 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

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Subject to extension, 5 years from the contract award date

### **VI.3. Additional information**

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.

This tender is being administered on behalf of Gateway Housing Association by Clarity Procurement Solutions Limited.

Potential Applicants wishing to participate in this tender opportunity are requested to: Download and read the Invitation to Tender Document and supporting appendices to familiarise yourselves with Gateway Housing Association's requirements

Download and read the Selection Questionnaire Instructions and Guidance Document

Download and complete the Selection Questionnaire Document

Submit a completed Selection Questionnaire Document in accordance with the Selection Questionnaire Instructions, noting the submission deadline of 12:00 hours on 24/09/2018

Potential Applicants must not complete or submit the Invitation to Tender Document and supporting appendices at this stage

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./2987G5W7SR>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/2987G5W7SR>

GO Reference: GO-2018824-PRO-13073119

#### **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**

24/08/2018