

United Kingdom-London: IT services: consulting, software development, Internet and support
OJ S 213/2016 04/11/2016

Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Notting Hill Housing Trust
Postal address: Bruce Kenrick House, 2 Killick Street
Town: London
NUTS code: UKI London
Postal code: N1 9FL
Country: United Kingdom
Contact person: Darren Sullivan
E-mail: tenders@nhhg.org.uk
Telephone: +44 2083574577
Internet address(es):
Main address: www.nhhg.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./YC7G99M9RJ>
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

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Managed ICT Services.

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

: Notting Hill Housing is looking to procure new commodity ICT Infrastructure Services contract from an ICT service provider (systems integrator) who will provide, integration, technology vendor management and service to the business, but, in addition, understand the business challenges and bring digital innovation and challenge to support new ways of working and transformation enablers.

II.1.5. Estimated total value

Value excluding VAT: 12 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72300000 Data services, 72400000 Internet services, 72500000 Computer-related services, 72600000 Computer support and consultancy services, 72700000 Computer network 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

Notting Hill Housing (NHH) intend to procure a broad range of managed ICT Services from a single Prime Supplier. The successful bidder will be responsible for the end to end solution and integration of all the components of the service including technical, commercial, financial and service integration.

The scope of the services being procured by NHH includes:

Service Support — including Service desk (Requests, Communications, Reporting issues and supporting workflows through to resolution);

Service Delivery — including Catalogue, Change, Configuration, Asset, Security, Service, Release, Deployment, Event, Incident, Request, Problem, Identity, Operations, Supplier, Capacity, Continuity, Availability and Financial management;

Application Management — Hosting, management, operation, support and maintenance (licencing and compliance) of applications supported and maintained;

ICT Commodity Services — Design, Purchase, Assurance, Provision, Maintenance, Refresh and Service operation of all ICT commodity infrastructure services including those delivered through third parties, current and future

— LAN & WAN

— Remote Access

— Wi-Fi

— Internet Access

— Security

— Storage

— Servers

— Disaster Recovery

— Email

— The infrastructure supporting our Intranet and use of Social Computing

— Microsoft Licensing

— End User Devices

— Application Hosting

— Unified Communications services through a single solution / point of access, for example: email, fixed and mobile telephony, chat, text, instant messaging, document sharing, audio, web and video conferencing

— Printing

Engagement — Working with the Client ICT team, the Contractor will proactively engage the Associations services around ways ICT can enable and support new ways of working;

Digital Enablers — Support and promote digital inclusion and to enable unified access to the NHH services;

Strategic Planning — joint strategic planning with NHH to ensure that the strategic vision for the Service and Service delivery is aligned to the strategic objectives / direction of the organization;

Architecture — working with the Authority to develop and maintain an ICT architecture (policies, standards, patterns, process, principles, procedures) that will establish the blueprint of how Services work in unison to meet the business needs; and

Innovation — Commercial, financial and solution.

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: 12 000 000,00 GBP

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

Duration in months: 60

This contract is subject to renewal: no

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

Envisaged minimum number: 1Maximum number: 5

II.2.10. Information about variants

Variants will be accepted: yes

II.2.11. Information about options

Options: yes

Description of options:

There is an option to extend the contract for another two years (24 months) beyond the initial term of five years (60 months). It will be at the sole discretion of NHH to exercise this right to contract extension.

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

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: 07/12/2016 Local time: 12:00

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

Date: 03/01/2017

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

Tender must be valid until: 30/06/2017

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

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./YC7G99M9RJ>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/YC7G99M9RJ>

GO Reference: GO-20161031-PRO-9041011.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Notting Hill Housing Trust

Postal address: Bruce Kenrick House, 2 Killick Street

Town: London

Postal code: N1 9FL

Country: United Kingdom

VI.5. Date of dispatch of this notice

31/10/2016

