

United Kingdom-London: Computer support services
OJ S 240/2013 11/12/2013
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Gateway Housing Association

Postal address: 409-413 Mile End Road London

Town: London

Postal code: E3 4PB

Country: United Kingdom

For the attention of: Helen Routledge

E-mail: helen.routledge@gatewayhousing.org.uk

Telephone: +44 2087094409

Internet address(es):

General address of the contracting authority: www.gatewayhousing.org.uk

I.2. Type of the contracting authority

Regional or local agency/office

I.3. Main activity

Housing and community amenities

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

The supply of IT Support 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: 409-413 Mile End Road London.

NUTS code UKI12 Inner London - East

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

The supply of IT Support Services, the main activities being:

- 1) Second and third level support for software and appropriate hardware.
- 2) Network management.
- 3) Involvement in IT infrastructure implementation projects.
- 4) Onsite presence up to 2 days per week.

- 5) Use of the successful supplier's help desk system which all parties will use.
- 6) Manage and update IT policies and procedures.

II.1.5. CPV code(s)

72610000 Computer support services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 263 559 GBP

Including VAT. VAT rate (%) 20

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Ability to meet requirements. Weighting 30
2. Company. Weighting 20
3. Support and implementation services. Weighting 20
4. Contract price. Weighting 30

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

Notice on a buyer profile

Notice number in the OJ S: [2013/S 146-254235](#) of 26.7.2013

Section V: Award of contract

V.1. Date of conclusion of the contract

9.12.2013

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: Waterstons Limited

Postal address: Liddon House Belmont Business Park

Town: Durham

Postal code: DH1 1TW

Country: United Kingdom
Telephone: +44 8450940945
Internet address: www.waterstons.com

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:
Value: 250 000 GBP
excluding VAT
Total value of the procurement:
Value: 263 599 GBP
Including VAT. VAT rate (%) 20

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

Official name: Gateway Housing Association
Postal address: 409-413 Mile End Road London
Town: London
Postal code: E3 4PB
Country: United Kingdom
Internet address: www.gatewayhousing.org.uk

Body responsible for mediation procedures

Official name: Gateway Housing Association
Postal address: 409-413 Mile End Road London
Town: London
Postal code: E3 4PB
Country: United Kingdom
Internet address: www.gatewayhousing.org.uk

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: Deadline 19.12.2013.

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

9.12.2013