

United Kingdom-Leatherhead: IT services: consulting, software development, Internet and support**OJ S 209/2020 27/10/2020****Contract award notice****Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Surrey and Borders Partnership NHS Foundation Trust

Postal address: 18 Mole Business Park

Town: Leatherhead

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: KT22 7AD

Country: United Kingdom

E-mail: David.mizon@sussexpartnership.nhs.uk

Telephone: +44 1883383838

Internet address(es):Main address: <https://www.sussexpartnership.nhs.uk/>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

SPFT ITSM Managed Service Solution

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

The contract is a replacement of a long term ITSM solution in the Trust. The Trust has procured a modern, proactive ITSM service including the provision and management of all hardware in the Trust as well as the provision of innovative tools to Trust users to aid faster fix times and problem resolution. The solution includes the provision of a fully managed service, a full hardware refresh of end user devices and subsequent support and management of all hardware and software help desk facilities.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 17 751 983,18 GBP

II.2. Description

II.2.3. Place of performance

NUTS code: UKJ2 Surrey, East and West Sussex

II.2.4. Description of the procurement

The Trust has procured a fully managed ITSM solution capable of providing all hardware and software management services for the Trust as well as the ongoing management of help and support desks. The solution includes break-fix agreements and a range of hardware management services.

II.2.5. Award criteria

Quality criterion - Name: Services and features / Weighting: 30 %

Quality criterion - Name: Service credit cap / Weighting: 5 %

Quality criterion - Name: Service credit value / Weighting: 5 %

Quality criterion - Name: Service levels and credit allocation / Weighting: 10 %

Cost criterion - Name: Total charges / Weighting: 20 %

Cost criterion - Name: Total charge variance / Weighting: 7.5 %

Cost criterion - Name: Total hardware charges / Weighting: 7.5 %

Cost criterion - Name: Rate card / Weighting: 7.5 %

Cost criterion - Name: Financial risk / Weighting: 7.5 %

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 099-238549](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

SPFT ITSM Managed Service

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

07/10/2020

V.2.2. Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Bates IT Ltd

National registration number: 04142113

Postal address: Walkers House, School Road, Essex

Town: Rayne

NUTS code: UKH3 Essex

Postal code: CM77 6ST

Country: United Kingdom

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 17 751 983,18 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Sussex Partnership NHS Foundation Trust

Town: Worthing

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

The Trust incorporated a minimum 10 calendar days standstill period at the point information on the award of the agreement was communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the Trust before the agreement is entered into. If an appeal regarding the award of the contract has not been successfully

resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

VI.5. Date of dispatch of this notice

22/10/2020