

Ireland, United Kingdom – IT services: consulting, software development, Internet and support –  
SSE Service Desk, End User Services, Cloud Operations and SIAM Services  
OJ S 25/2025 05/02/2025  
Contract or concession notice – standard regime  
Services

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1. Buyer

**1.1. Buyer**

Official name: SSE Airtricity Limited

Email: [groupit.sseprocurement@sse.com](mailto:groupit.sseprocurement@sse.com)

Legal type of the buyer: International organisation

Activity of the contracting authority: General public services

**1.1. Buyer**

Official name: SSE Services Plc

Email: [groupit.sseprocurement@sse.com](mailto:groupit.sseprocurement@sse.com)

Legal type of the buyer: International organisation

Activity of the contracting authority: General public services

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2. Procedure

**2.1. Procedure**

Title: SSE Service Desk, End User Services, Cloud Operations and SIAM Services

Description: SSE Service Desk, End User Services, Cloud Operations and SIAM Services across 350 geographically dispersed sites in the UK, Republic of Ireland, Netherlands, Poland, Spain, France, Italy, Greece and Japan

Procedure identifier: d2a0e1b3-b191-453c-b40b-c90ab01e2bfb

Internal identifier: Project\_8429

Type of procedure:

Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

**2.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 72000000

IT services: consulting, software development, Internet and support

**2.1.2. Place of performance**

Town: Reading

Country subdivision (NUTS): Berkshire (UKJ11)

Country: United Kingdom

**2.1.3. Value**

Estimated value excluding VAT: 300 000 000,00 GBP

**2.1.4. General information**

Additional information: Applicants must complete the PQQ Questionnaire, following all instructions provided in the PQQ Questionnaire and the additional instructions provided in the

'Applicant Instructions' section above. The completed response with any relevant attachments should be submitted via the Jaggaer portal below in advance of the stated PQQ Submission Deadline. Jaggaer Portal : <https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=408> SSE Services Plc (the "Authority" and "SSE"), the contracting Entity, intends to shortlist and invite to participate in the ITT stage up to 6 Applicants, subject to 'PQQ Questionnaire' - Instructions worksheet: Application Selection', who pass all qualifications questions and receive the highest scores. The Authority reserves the right to increase or decrease the number of shortlisted Applicants according to the responses received, however the highest scoring Applicants will still be selected.. The Authority will issue the ITT documentation to shortlisted Applicants via Jaggaer. The detail of the remainder of the procurement process will be set out in the ITT documentation. The following is a high level overview of our approach to the ITT process under the negotiated procedure that the Contracting Entity expects to follow which may be subject to change: Following receipt of initial tenders, the Authority shall evaluate them in accordance with the evaluation methodology set out in the ITT documentation. The Authority may at its discretion in accordance with the evaluation criteria reduce the number of Applicants to be invited to participate in further rounds of by removing the lowest evaluated responses based on a defined minimum threshold total score that will be further clarified in the ITT launch stage.. A working demonstration via presentation of the proposed products & services may be required during the ITT stage of this procurement. The Authority reserves the right to down-select Applicants prior to the solution presentation phase of the procurement process. The detail of the negotiation stage will be set out in the ITT documentation. The Contracting Entity reserves the right not to negotiate any Tender received during the negotiated procedure. At the end of the ITT stage, the Authority will require Applicants to submit Final Tenders. Information on the Final Tender submission requirements and on the award criteria that will be used to evaluate Final Tenders will be included in the tender documentation. SSE reserves the right (in its sole and absolute discretion and without liability to any economic operator) to make changes to the procurement at any time, to cancel the procurement process at any time and to not award a contract

Legal basis:

Directive 2014/24/EU

Applicable cross-border law: English Law

#### **2.1.6. Grounds for exclusion**

Sources of grounds for exclusion: Procurement document

### **5. Lot**

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#### **5.1. Lot: LOT-0001**

Title: SSE Service Desk, End User Services, Cloud Operations and SIAM Services

Description: The Authority is undergoing a service transformation journey, titled Programme Compass, to ensure that the Authority can meet the changing needs of the business as applications are modernised and a cloud first, and cloud native strategy is adopted. As part of Programme Compass, the Authority intends to implement a more focused, responsive and customer centric EUS (End user services), SD (Service Desk), Cloud Operations, and SIAM (service integration and management services). The Authority currently outsource End User Services and IT support services to two main providers, with one providing Service Desk & deskside support, desktop device support, Service management and Cloud & Infrastructure services and the other providing End User services through a leased model for laptops and mobiles/tablets. The Authority has made the strategic decision to retender these IT services, with a view to improve the user experience, improve efficiency and effectiveness, and enable

delivery of IT services in a more seamless way. The Authority is also moving towards a hybrid SIAM model. In this model, the Applicant will act as a Service Integrator (SI), whereby the Applicant focuses on operational execution of key SIAM services, whilst the Authority governs and owns them. The service will support ~20,000 end users (including up to 5% VIP users seeking priority services) across 350 geographically dispersed sites in the UK, Republic of Ireland, Netherlands, Poland, Spain, France, Italy, Greece and Japan (note that the list of these Service locations may be subject to change within the contract). The end user device estate includes large corporate offices and operational facilities, with the breakdown of users consisting of: 16,000 laptops, 1,800 desktops / mini PCs, and 14,500 mobiles / tablets. All stated volumes are indicative and subject to change throughout the procurement process. As a service provider delivering the in scope IT services to the Authority, the Applicant will need to deliver service management capabilities in accordance with the Authority's processes, policies and standards. Such documents shall be shared at the ITT stage. For assurance of supply of services for Service Desk, End User Services and Cloud Level 2 Operations, the Authority intends to within 6 months or as early as possible from the Effective Date (as defined in the Contract), have transitioned all services to the selected service provider. The scope of services is structured into five service towers as follows: Service Tower 1: Service Desk Services Service Tower 2: End User Services Service Tower 3: Service Management Platform and Data Services Service Tower 4: Cloud Level 2 Operations Service Tower 5: Service Integration and Management Services The Authority reserves the right to exclude Service tower 5 from the scope of this tender in the next stage of the procurement. Further information on the background to Authority and Service Overview details specific to each service tower is outlined in the 'Attachment 2 - PQQ Supplement' of the PQQ document pack that can be downloaded from on the Jaggaer portal. The Applicants intending to participate in the PQQ process will need to email the Authority on [Groupit.Sseprocurement@sse.com](mailto:Groupit.Sseprocurement@sse.com), with a confirmation of 'Expression of Interest' (EOI) along with basic Applicant contact information details as instructed with in Section 3 of 'Attachment 2 : PQQ Supplement' document on Jaggaer . The Authority will then share a access credentials unique to each applicant, via email in response to the EOI. The Applicant will then complete a Supplier Registration form. Further help and support will be available for any technical or login assistance via Supplier Helpdesk on the Jaggaer portal. As Applicants need to submit their PQQ on Jaggaer, it is important that interested Applicants email the Authority as directed as soon as possible and by 17 February 2025 in order to start the Jaggaer registration process and maximise the response time that is available. Where a group of economic operators is bidding, SSE may require the group to assume a specific legal form for the purpose of the award of the contract, or to require that each economic operator assumes joint and several liability SSE may require that suppliers provide a parent company guarantee/guarantees or other form of suitable security. Further details will be provided in the procurement documents SSE reserves the right (in its sole and absolute discretion and without liability to any economic operator) to make changes to the procurement at any time, to cancel the procurement process at any time and to not award a contract Applicants should note that the services will be used by the Authority and its affiliates, which may include but is not limited to SSE Airtricity. The ITT Draft Agreement will contain provisions allowing the Authority to enter into work orders for the Authority and/or its affiliates to receive additional services from the successful Applicant. The procurement is being conducted as a single cross-border procurement by the Authority on behalf of itself and its affiliates under UK procurement law (the Utilities Contracts Regulations 2016) transposing the Utilities Directive 2014/25/EU. An FTS contract notice was published on [date] (FTS notice publication number XXX). This parallel OJEU contract notice is published for on a voluntary

basis and for information only to ensure potential suppliers interested in participating in this procurement are aware of the contract opportunity. For the avoidance of doubt, the procurement is governed by English law.

Internal identifier: Project\_8429

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 72222300 Information technology services

Additional classification (cpv): 30211000 Mainframe computer, 30212000

Minicomputer hardware, 30213000 Personal computers, 30213000 Personal computers, 30214000 Workstations, 30215000 Microcomputer hardware, 30231000

Computer screens and consoles, 30232000 Peripheral equipment, 30234000 Storage media, 30233000 Media storage and reader devices, 30236000 Miscellaneous computer equipment, 30237000 Parts, accessories and supplies for computers, 48730000

Security software package, 48710000 Backup or recovery software package, 48750000

Storage media loading software package, 48760000 Virus protection software package, 48770000 General, compression and print utility software package, 48780000

System, storage and content management software package, 48920000

Office automation software package, 50300000

Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

, 72000000 IT services: consulting, software development, Internet and support

Options:

Description of the options: Initial Term of the Contract will be 5 years.

#### **5.1.2. Place of performance**

Town: Berkshire

Country subdivision (NUTS): Berkshire (UKJ11)

Country: United Kingdom

Additional information: The service will support ~20,000 end users (including up to 5% VIP users seeking priority services) across 350 geographically dispersed sites in the UK, Republic of Ireland, Netherlands, Poland, Spain, France, Italy, Greece and Japan (note that the list of these Service locations may be subject to change within the contract). The end user device estate includes large corporate offices and operational facilities, with the breakdown of users consisting of: 16,000 laptops, 1,800 desktops / mini PCs, and 14,500 mobiles / tablets. All stated volumes are indicative and subject to change throughout the procurement process. Please refer to the PQQ Supplement and PQQ Questionnaire for more details, as available for download from our Jaggaer Portal, for those Applicants, who wish to participate in this PQQ event. SSE reserves the right (in its sole and absolute discretion and without liability to any economic operator) to make changes to the procurement at any time, to cancel the procurement process at any time and to not award a contract.

#### **5.1.3. Estimated duration**

Start date: 15/12/2025

Duration end date: 15/12/2030

#### **5.1.4. Renewal**

Maximum renewals: 3

The buyer reserves the right for additional purchases from the contractor, as described here:  
Optional annual extension of 3 x 12 months, at the discretion of SSE

#### **5.1.5. Value**

Estimated value excluding VAT: 300 000 000,00 GBP

#### **5.1.6. General information**

This is a recurrent procurement

Reserved participation: Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not yet known

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

#### **5.1.9. Selection criteria**

Sources of selection criteria: Procurement document

Criterion:

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 6

Maximum number of candidates to be invited for the second stage of the procedure: 6

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

#### **5.1.10. Award criteria**

Description of the method to be used if weighting cannot be expressed by criteria: Please see the PQQ documents attached on the Jaggaer portal

#### **5.1.11. Procurement documents**

Languages in which the procurement documents are officially available: English

Deadline for requesting additional information: 28/02/2025 17:00:00 (UTC)

Address of the procurement documents: <https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=408>

#### **5.1.12. Terms of procurement**

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://sse.app.jaggaer.com/Tender1/guest/go/opportunity/detail?opportunityId=xxx>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 10/03/2025 17:00:00 (UTC)

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: Where a group of economic operators is bidding, SSE may require the group to assume a specific legal form for the purpose of the award of the contract, or to require that each economic operator assumes joint and several liability SSE may require that suppliers provide a parent company guarantee/guarantees or other form of suitable security. Further details will be provided in the procurement documents

Information about review deadlines: Please refer to the PQQ Supplement (Attachment 2), on the Jaggaer portal

#### 5.1.15. Techniques

Framework agreement: No framework agreement

Information about the dynamic purchasing system: No dynamic purchase system

#### 5.1.16. Further information, mediation and review

Review organisation: High Court, London (Royal Courts of Justice)

TED eSender: Publications Office of the European Union

## 8. Organisations

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### 8.1. ORG-0001

Official name: SSE Airtricity Limited

Registration number: 317386

Department: Group IT

Postal address: SSE AIRTRICITY LIMITED, Red Oak South South County Business Park  
Leopardstown

Town: Dublin

Postcode: Dublin 18

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: Pradeep Mishra

Email: [groupit.sseprocurement@sse.com](mailto:groupit.sseprocurement@sse.com)

Telephone: +353818812220

Fax: +353818812220

Internet address: [www.sseairtricity.com](http://www.sseairtricity.com)

Information exchange endpoint (URL): [www.sseairtricity.com](http://www.sseairtricity.com)

Buyer profile: <https://www.sseairtricity.com/>

#### **Roles of this organisation:**

Buyer

### 8.1. ORG-0002

Official name: SSE Services Plc

Registration number: 02366879

Department: Group IT Procurement

Postal address: SSE AIRTRICITY LIMITED, Red Oak South 43 Forbury Road

Town: Reading

Postcode: RG13JH

Country subdivision (NUTS): Berkshire (UKJ11)

Country: United Kingdom

Contact point: Pradeep Mishra

Email: [groupit.sseprocurement@sse.com](mailto:groupit.sseprocurement@sse.com)

Telephone: +353818812220  
Fax: +353818812220  
Internet address: [www.sse.com](http://www.sse.com)  
Information exchange endpoint (URL): [www.sse.com](http://www.sse.com)  
Buyer profile: <https://www.sse.com/>

**Roles of this organisation:**

Buyer

**8.1. ORG-0003**

Official name: High Court, London (Royal Courts of Justice)  
Registration number: 09738111  
Department: Procurement Law  
Postal address: Strand, London, WC2A 2LL Strand, London, WC2A 2LL  
Town: London  
Postcode: RG13JH  
Country subdivision (NUTS): Camden and City of London (UKI31)  
Country: United Kingdom  
Contact point: General Enquiries  
Telephone: +4420 7947 6000  
Fax: +4420 7947 6000  
Internet address: <https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>  
Information exchange endpoint (URL): <https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

**Roles of this organisation:**

Review organisation

**8.1. ORG-0000**

Official name: Publications Office of the European Union  
Registration number: PUBL  
Town: Luxembourg  
Postcode: 2417  
Country subdivision (NUTS): Luxembourg (LU000)  
Country: Luxembourg  
Email: [ted@publications.europa.eu](mailto:ted@publications.europa.eu)  
Telephone: +352 29291  
Internet address: <https://op.europa.eu>

**Roles of this organisation:**

TED eSender

11. Notice information

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**11.1. Notice information**

Notice identifier/version: ac4ceeb1-5794-4eef-8447-6f986d24f3f7 - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice subtype: 16  
Notice dispatch date: 03/02/2025 17:53:44 (UTC)  
Languages in which this notice is officially available: English

**11.2. Publication information**

Notice publication number: 77912-2025

OJ S issue number: 25/2025

Publication date: 05/02/2025