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Tender

Fully Managed End-To-End IT Support Service To The North London Coroner's Jurisdiction

LONDON BOROUGH OF HARINGEY

F02: Contract notice

Notice identifier: 2022/S 000-000205

Procurement identifier (OCID): ocids-h6vhtk-030762

Published 5 January 2022, 2:26pm

Section I: Contracting authority

I.1) Name and addresses

LONDON BOROUGH OF HARINGEY

Civic Centre, High Road, Wood Green

LONDON

N228LE

Contact

Ananthi Naveen Raj

Email

ananthi.raj@haringey.gov.uk

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.haringey.gov.uk

Buyer's address

www.haringey.gov.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://s2c.waxdigital.co.uk/ProcurementLBHaringey>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s2c.waxdigital.co.uk/ProcurementLBHaringey>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Fully Managed End-To-End IT Support Service To The North London Coroner's Jurisdiction

II.1.2) Main CPV code

- 72250000 - System and support services

II.1.3) Type of contract

Services

II.1.4) Short description

Services contract for a period of 3 years

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

IT infrastructure and Support for the Coroner Service based at Barnet Coroners Court, 29 Wood Street, High Barnet, EN5 4BE.

II.2.4) Description of the procurement

Provide a fully managed end-to-end IT infrastructure and support service, which includes:

A1 the provision of end-to end IT support, between the hours of 8am and 6pm, Monday to Friday, excluding public holidays.

A2 on-site and remote, first, second, and third-line support, either directly or via triage and

liaising with third party service providers to achieve satisfactory conclusion to issues raised and meet agreed service levels of the entire service.

A3 enabling the coroner's service to log support calls by telephone, email or on a portal and have the calls responded to in a timely manner, with resolution within the agreed Service Level Agreement parameters contained in Appendix X. All calls logged should be identified by a call reference number and users should either be able view the status of calls on a portal or receive regular email status updates.

More detailed specifications are available in the tender pack

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Up-to further 12 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

option to extend by a further 12 months

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

7 February 2022

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

7 February 2022

Local time

6:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Haringey Council

London

Country

United Kingdom