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Contract

Infrastructure support contract - Phoenix Community Housing

Phoenix Community Housing

F03: Contract award notice

Notice identifier: 2025/S 000-000245

Procurement identifier (OCID): ocids-h6vhtk-04be37

Published 6 January 2025, 5:05pm

Section I: Contracting authority

I.1) Name and addresses

Phoenix Community Housing

The Green Man, 355 Bromley Road

London

SE6 2RP

Contact

Yasmine Draffin

Email

yasmine.draffin@phoenixch.org.uk

Telephone

+44 8000285700

Country

United Kingdom

NUTS code

UKI44 - Lewisham and Southwark

Internet address(es)

Main address

www.phoenixch.org.uk/

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA22607

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Infrastructure support contract - Phoenix Community Housing

Reference number

ISC/PCH/201124

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of VMware-based platform and infrastructure support services, or equivalent solutions

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £158,667.36

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI44 - Lewisham and Southwark

II.2.4) Description of the procurement

We have approximately 250 employees, comprising hybrid office/home based, or field-based-employees depending upon their role. We have one residential site and two smaller community sites which are linked to our Head Office by a hardware VPN. Staff

working from home are able to access our cloud-based systems via their own internet connection, and legacy systems – which are published as Citrix applications – via a software VPN link to Head Office.

Our Head Office has an IP VPN internet circuit, with an equivalently sized backup circuit. Our systems are a mix of Server based applications, and cloud services. Full details are provided in the appendices.

We have a small support and infrastructure team based at our Head Office providing a full range of hardware and software support to the business, supported by application vendors/resellers.

Phoenix's current infrastructure has been in place for several years. In 2021 we migrated our on-premise vmWare environment to VMware Cloud on Amazon Web Services. This is now due for renewal and this tender includes options around that renewal as well as other services. Full details are provided in the schedule and appendices.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-037911](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 January 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Converged IT Ltd

8 Grovelands Business Centre, Boundary Way

Hemel Hempstead

HP2 7TE

Telephone

+44 7983669454

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £158,667.36

Section VI. Complementary information

VI.3) Additional information

(MT Ref:233523)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>