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Contract

## **IT Support Services**

Ferguson Marine (Port Glasgow) Ltd

F03: Contract award notice

Notice identifier: 2023/S 000-002135

Procurement identifier (OCID): ocds-h6vhtk-03848b

Published 24 January 2023, 12:10pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Ferguson Marine (Port Glasgow) Ltd

Newark Works Castle Road, Castle Road

Port Glasgow

PA14 5NG

#### **Email**

[ruairidh.macleod@fergusonmarine.com](mailto:ruairidh.macleod@fergusonmarine.com)

#### **Telephone**

+44 1475742300

#### **Country**

United Kingdom

#### **NUTS code**

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

**Internet address(es)**

Main address

<http://www.fergusonmarine.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30427](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30427)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Other type

Shipbuilding

**I.5) Main activity**

Other activity

Shipbuilding

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

IT Support Services

Reference number

FMPG-2022-017

#### **II.1.2) Main CPV code**

- 72222300 - Information technology services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Ferguson Marine is seeking proposals from qualified and experienced Information Technology Service Support Delivery organisation. Their goal will be to deliver proactive, progress and cost-effective service of Information Technology Support Services, to Ferguson Marine, the employees and all other users of Information Technology service in the execution of Ferguson Marine's operational business.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72223000 - Information technology requirements review services
- 72267100 - Maintenance of information technology software

#### **II.2.3) Place of performance**

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

#### **II.2.4) Description of the procurement**

Ferguson Marine is seeking proposals from qualified and experienced Information Technology Service Support Delivery organisation. Their goal will be to deliver proactive, progress and cost-effective service of Information Technology Support Services, to Ferguson Marine, the employees and all other users of Information Technology service in the execution of Ferguson Marine's operational business.

## Summary of Requirements

The awarded vendor will:

- Be responsible for the proactive, progressive support and maintenance of Ferguson Marine's IT infrastructure & services (see section 9 for details)
  - Support Ferguson Marine's Information Technology users (within the scope of the agreement) in their day-to-day use of Information Technology
  - Aid Ferguson Marine in achieving a progressive, productive use of Microsoft Office 365 functionality and integrated services
  - Be an integral part of maintaining and testing the company's business continuity readiness, including:
    - Support automated connectivity failover options
    - A comprehensive tested backup and restoration plan
- and implementation of the necessary services and infrastructure to facilitate this plan
- Design out single points of failure
  - Proactive and progressive maintenance of Ferguson

Marine's SAM and HAM (Software and Hardware Asset

Management) database

- Work with both Ferguson Marine and their incumbent Business Partner(s) or new partners, to implement Ferguson Marine Information Technology business applications and services
- Proactively and comprehensively liaise with the Senior IT Manager

There is no requirement for a fully managed Information Technology service

#### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted 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: [2022/S 000-032353](#)

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## **Section V. Award of contract**

### **Contract No**

FMPG-2022-017

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:720132)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Greenock Sheffif Court

Greenock

Country

United Kingdom