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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): ocids-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

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

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

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

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](#)

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)

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