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Tender

## **SSE Service Desk, End User Services, Cloud Operations and SIAM Services**

SSE SERVICES PLC  
SSE AIRTRICITY LIMITED

F05: Contract notice – utilities  
Notice identifier: 2025/S 000-003550  
Procurement identifier (OCID): ocds-h6vhtk-04db3f  
Published 3 February 2025, 5:39pm

### **Section I: Contracting entity**

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

SSE SERVICES PLC

43 Forbury Road

READING

RG13JH

#### **Contact**

Group IT - SSE Procurement

#### **Email**

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

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Companies House**

02366879

**Internet address(es)**

Main address

<https://www.sse.com/>

Buyer's address

<https://www.sse.com/>

**I.1) Name and addresses**

SSE AIRTRICITY LIMITED

Red Oak South, South County Business Park, Leopardstown

Dublin

Dublin 18

**Contact**

Group IT - SSE Procurement

**Email**

[Groupit.Sseprocurement@sse.com](mailto:Groupit.Sseprocurement@sse.com)

**Country**

Ireland

**Region code**

IE - Ireland

**Companies House**

331742

**Internet address(es)**

Main address

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

Buyer's address

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

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

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

English Law

**I.3) Communication**

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

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=408>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=408>

**I.6) Main activity**

Electricity

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

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

Reference number

Project\_8429

#### II.1.2) Main CPV code

- 72510000 - Computer-related management services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

SSE Services Plc (the "Authority" and "SSE") 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 & desk-side 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 Service specification details for each service towers, is outlined in the 'Attachment 2 - PQQ Supplement' that can be downloaded from on the Jaggaer portal, as per section "1.3) Communication" section in this Contract Notice

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 details as per Section3 of 'Attachment 2 : PQQ Supplement' document on Jaggaer . The Authority will, in response, share access credentials unique to each applicant, via email for the Applicants to 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.

Applicants need to note that, it is important to 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

### **II.1.5) Estimated total value**

Value excluding VAT: £300,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 30211000 - Mainframe computer
- 30212000 - Minicomputer hardware
- 30213000 - Personal computers
- 30214000 - Workstations
- 30215000 - Microcomputer hardware
- 30231000 - Computer screens and consoles
- 30232000 - Peripheral equipment
- 30233000 - Media storage and reader devices
- 30234000 - Storage media
- 30236000 - Miscellaneous computer equipment
- 30237000 - Parts, accessories and supplies for computers
- 48710000 - Backup or recovery software package
- 48730000 - Security 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

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

NUTS codes

- UK - United Kingdom
- EL - Greece
- ES - Spain
- FR - France
- IE - Ireland
- IT - Italy
- NL - Netherlands
- PL - Poland
- JP - Japan

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

Applicants must complete the 'Attachment 1 - PQQ Questionnaire', following all the instructions provided in this PQQ Questionnaire and any additional instructions provided in the 'Applicant Instructions' section of the 'Attachment 2 - PQQ Supplement'. The completed response with any relevant attachments should be submitted via the Jaggaer portal below in advance of the stated PQQ Submission Deadline.

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

Jaggaer Portal :

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=408>

The Authority 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.

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.

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 Authority 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.

#### **II.2.5) Award criteria**

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

#### **II.2.6) Estimated value**

Value excluding VAT: £300,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Optional annual extension of 3 x 12 months, at the discretion of SSE

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contracting Authority reserves the right to extend the term of the agreement (either of Initial Term or/and Optional extension terms).

### **II.2.14) Additional information**

Total anticipated Contract value as a result of this procurement (excluding VAT) is estimated at £300m over course of the maximum contract term of 8 years, including spend related to additional Project SOW call-offs and any CCNs (Contract change notices). This estimated spend figure is subject to change during the further stages of this procurement including but not limited to ongoing business demands, or future market conditions. The Suppliers interested in bidding for this Procurement will need to have an Annual turn over at least 2 times this anticipated Total contract value (£300 Mn), and they will need to evidence the same based on last 2 Financial years statements of accounts, as requested in Section 4 of 'Attachment 1 - PQQ Questionnaire (Section A\_PQQ - General, sub-section 4. 'Financial Standing')

Variance based on level of change and contract options.

All dates are subject to change.

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. A parallel OJEU contract notice is being published 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.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

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

The Authority 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

## **Section IV. Procedure**

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

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

Negotiated procedure with prior call for competition

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

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

Date

10 March 2025

Local time

5:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

22 April 2025

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

The Authority 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

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

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

High Court,

London

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Any proceedings relating to a breach of a duty owed by SSE to an economic operator under the Utilities Contracts Regulations 2016 in relation to this procurement must be started within 30 days beginning with the date when the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen unless the court considers that there is a good reason for extending the time limit, in which case the court may extend the time limit up to a maximum of 3 months from that date.