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Contract

ICT Support Service Contract

OFCOM

F03: Contract award notice

Notice identifier: 2022/S 000-004468

Procurement identifier (OCID): ocds-h6vhtk-029f88

Published 16 February 2022, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

OFCOM

Riverside House, 2a Southwark Bridge Road, London SE1 2 HA

London

SE1 9HA

Email

victoria.hastings@ofcom.org.uk

Telephone

+44 2079813000

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.ofcom.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

UK Communications Regulator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ICT Support Service Contract

Reference number

C20200394

II.1.2) Main CPV code

- 72500000 - Computer-related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Contract is for standard ICT services with a tailored delivery model:

1. Governance & Relationship Model

- The Supplier will need to deliver the services in accordance with a number of key principles, target outcomes and service levels.”

2. Standard Operational Services – Silent Running – Service 1

Service Management Services, appropriate to the scale and nature of the Authority’s business, and ICT activities that shall include, at a minimum, the ITIL processes and supporting procedures, required by an organisation to design, plan, deliver, operate and control Information Technology (IT) services offered to users. Ofcom requires a high level of system availability and stability in an environment that is of necessity constantly evolving.

3. Operational Services Delivery – Service 2

- Ofcom has a very high focus on cyber security due to its high profile and threat level. This necessitates a continuous focus on an aggressive plan (and execution of) for infrastructure, systems and cyber security patching;

- Change is a constant and must be carefully managed in a highly integrated, fast paced environment;
- A “Fix First mindset” with regards to the delivery of the service is critical to success;
- The Supplier will ensure that any spare capacity in operational services, will contribute to the “Nice to Have” programme of work, followed by project delivery;
- Ofcom requires a Continuous Service Improvement Process (CSIP) that is actively reviewing systems and processes with a view to increasing automation, improving services while reducing risks and weaknesses;
- Ofcom has a number of specialist Spectrum management and licensing applications that require a high level of local knowledge which Ofcom expects the Supplier to attain, in order to manage and maintain these specialist systems; and
- Ofcom’s other Strategic platforms are (platforms are subject to change):
 - Microsoft’s Suite of Applications, including Azure and Office 365
 - ServiceNow
 - Salesforce
 - Workday (HCM & Finance)

4. Project Delivery Methodologies – Service 3

The Supplier must execute a highly proficient working knowledge of Change and Project development methodologies and processes covering Waterfall, Agile, DevOps and CI/CD, as well as processes to transition change to production services.

5. Continuous Change, DevOps and Project Delivery – Service 4

- Ofcom requires a resource pool to help scope and then deliver, change and projects across its strategic platforms. This team is expected to be multi-skilled to provide the flexibility to scale up/down as required to meet fluctuating demand across platforms;
- Quality assurance and testing processes, automation toolsets and resources;
- An Integrated Service Introduction processes that encompass Service Management and Project delivery to ensure timely and effective releases and post-live processes;
- Development and implementation of Authority requested changes utilising DevOps and

incorporating CI/CD, testing and implementation of corrections and changes to applications; and

- Deliver agreed programmes and projects within agreed scope, budget and timescale.

6. Transition Services

Knowledge transfer, including reverse shadowing and transition from the incumbent supplier within the Transition window.

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: £44,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 30200000 - Computer equipment and supplies
- 32400000 - Networks
- 32510000 - Wireless telecommunications system
- 48200000 - Networking, Internet and intranet software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72100000 - Hardware consultancy services
- 72200000 - Software programming and consultancy services
- 72300000 - Data services
- 72400000 - Internet services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services

- 72800000 - Computer audit and testing services
- 72900000 - Computer back-up and catalogue conversion services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Contract is for standard ICT services with a tailored delivery model:

1. Governance & Relationship Model

- The Supplier will need to deliver the services in accordance with a number of key principles, target outcomes and service levels.”

2. Standard Operational Services – Silent Running – Service 1

Service Management Services, appropriate to the scale and nature of the Authority’s business, and ICT activities that shall include, at a minimum, the ITIL processes and supporting procedures, required by an organisation to design, plan, deliver, operate and control Information Technology (IT) services offered to users. Ofcom requires a high level of system availability and stability in an environment that is of necessity constantly evolving.

3. Operational Services Delivery – Service 2

- Ofcom has a very high focus on cyber security due to its high profile and threat level. This necessitates a continuous focus on an aggressive plan (and execution of) for infrastructure, systems and cyber security patching;
- Change is a constant and must be carefully managed in a highly integrated, fast paced environment;
- A “Fix First mindset” with regards to the delivery of the service is critical to success;
- The Supplier will ensure that any spare capacity in operational services, will contribute to the “Nice to Have” programme of work, followed by project delivery;
- Ofcom requires a Continuous Service Improvement Process (CSIP) that is actively reviewing systems and processes with a view to increasing automation, improving services while reducing risks and weaknesses;

- Ofcom has a number of specialist Spectrum management and licensing applications that require a high level of local knowledge which Ofcom expects the Supplier to attain, in order to manage and maintain these specialist systems; and
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The Supplier must execute a highly proficient working knowledge of Change and Project development methodologies and processes covering Waterfall, Agile, DevOps and CI/CD, as well as processes to transition change to production services.

5. Continuous Change, DevOps and Project Delivery – Service 4

- Ofcom requires a resource pool to help scope and then deliver, change and projects across its strategic platforms. This team is expected to be multi-skilled to provide the flexibility to scale up/down as required to meet fluctuating demand across platforms;
- Quality assurance and testing processes, automation toolsets and resources;
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II.2.5) Award criteria

Quality criterion - Name: General Requirement and Key Principles / Weighting: 17

Quality criterion - Name: Standard Operational Services - Silent Running Service 1 / Weighting: 8

Quality criterion - Name: Operational Service Delivery - Service 2 / Weighting: 30

Quality criterion - Name: Project Delivery Methodologies - Service 3 / Weighting: 7

Quality criterion - Name: Continuous Change, DevOps & Project Delivery Service – Service 4 / Weighting: 20

Quality criterion - Name: Data Processing / Weighting: Pass/Fail

Cost criterion - Name: Total Annual Service Baseline Charge All Years / Weighting: 12

Cost criterion - Name: Total Project Charge All Years / Weighting: 6

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: [2021/S 000-006166](#)

Section V. Award of contract

Contract No

ECM_706

Title

ICT Support Service Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 January 2022

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Coforge Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £44,000,000

Section VI. Complementary information

VI.3) Additional information

£44,000,000 is the upper limit of the contract value inclusive of project work and potential growth of the contract.

VI.4) Procedures for review

VI.4.1) Review body

The High Court, The Royal Court of Justice

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The High Court, The Royal Court of Justice

London

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

The High Court, The Royal Court of Justice

London

Country

United Kingdom