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Tender

(P- 1577) Information Services - Hardware Maintenance and Support Services

Translink

F05: Contract notice – utilities

Notice identifier: 2021/S 000-006016

Procurement identifier (OCID): ocids-h6vhtk-029ef2

Published 24 March 2021, 7:08pm

Section I: Contracting entity

I.1) Name and addresses

Translink

Procurement Department

Belfast

BT2 7LX

Contact

Rhonda Gourley

Email

etni@translink.co.uk

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.3) Communication

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

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

(P- 1577) Information Services - Hardware Maintenance and Support Services

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The following is provided in good faith and is intended only as a preliminary background explanation to Translink's requirement, it does not purport to be all inclusive. Translink is seeking to appoint a single service provider to support their Information Services Department with delivery of the following service areas: 1) Hardware maintenance (servers, SAN, client devices eg laptops, desktops, and printers) 2) Out of hours support (e.g monitoring an internal data centre) 3) Business continuity services and testing 4) Application support services (e.g. Database administrator services for key SQL and Oracle databases) 5) Transition and transformation services (e.g. transition from one operational site(s) to an alternative/implementing new services e.g. print management. The anticipated start date is June 2021 however dates may be subject to change. Translink reserves the right to accept part of any Tender from one or any number of Tenderers and may change the contracting strategy at any time.

II.1.5) Estimated total value

Value excluding VAT: £1,800,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72110000 - Hardware selection consultancy services

- 72120000 - Hardware disaster-recovery consultancy services
- 72130000 - Computer-site planning consultancy services
- 72140000 - Computer hardware acceptance testing consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services

II.2.3) Place of performance

NUTS codes

- UKN0 - Northern Ireland

II.2.4) Description of the procurement

The following is provided in good faith and is intended only as a preliminary background explanation to Translink's requirement, it does not purport to be all inclusive. Translink is seeking to appoint a single service provider to support their Information Services Department with delivery of the following service areas: 1) Hardware maintenance (servers, SAN, client devices eg laptops, desktops, and printers) 2) Out of hours support (e.g monitoring an internal data centre) 3) Business continuity services and testing 4) Application support services (e.g. Database administrator services for key SQL and Oracle databases) 5) Transition and transformation services (e.g. transition from one operational site(s) to an alternative/implementing new services e.g. print management. The anticipated start date is June 2021 however dates may be subject to change. Translink reserves the right to accept part of any Tender from one or any number of Tenderers and may change the contracting strategy at any time.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £1,800,000

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

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Two additional options to extend the contract. Each option for a period of 1 year.

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 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.2) Conditions related to the contract

III.2.2) Contract performance conditions

If required this will be listed within the tender document. Information on <https://etendersni.gov.uk/epps>

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

Date

27 April 2021

Local time

3:00pm

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

Tender must be valid until: 25 August 2021

IV.2.7) Conditions for opening of tenders

Date

27 April 2021

Local time

3:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Translink may make a call for competition at the end of the initial 3 year contract period and/or if additional options are taken (2 additional options, each a period of 1 year). Translink reserve the right to make a call for competition at any point deemed appropriate by Translink and may make no call for competition should the requirement no longer be classified by Translink as recurring.

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Let's work together:. — follow us on Twitter at [www.twitter.com/TranslinkB2B](https://twitter.com/TranslinkB2B) for opportunities worth 50 000 GBP or more,. — check out our. website at www.translink.co.uk/Corporate/Procurement/. — participate in tenders at <https://etendersni.gov.uk/epps>. For assistance using eTendersNI and registering your Organisation please contact the helpdesk whose number is located on the eTendersNI contact us page.. Note: Do not leave completing your PQQ/ITT response until the last minute, late responses shall be rejected. The Contracting Authority reserves the right not to award any contract as a result of this competition.. About the Translink Group: throughout the documentation, both 'Translink' and 'Group' refer to the same corporate entities. Both shall be taken to comprise the Northern Ireland Transport Holding Company (NITHC) in addition to its main operating subsidiaries Citybus Ltd, Northern Ireland Railways Company Ltd and UlsterbusLtd.. .

VI.4) Procedures for review

VI.4.1) Review body

Please see VI.4.3

Please see VI.4.3

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Translink will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Utilities Contracts Regulations 2016 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).