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Tender

ICT Support Service Contract

OFCOM

F02: Contract notice

Notice identifier: 2021/S 000-006166

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

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Section I: Contracting authority

I.1) Name and addresses

OFCOM

Riverside House, 2a Southwark Bridge Road

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.3) Communication

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

<https://ofcom.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ofcom.bravosolution.co.uk>

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

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

Ofcom is running a procurement process under the Restricted procedure to identify a suitably qualified supplier for the provision of ICT Services.

The contract is expected to commence on Sunday 1 May 2022. The duration of the Contract is four (4) years, subject to the right of Ofcom (at its sole discretion) to exercise its right to extend the Contract by up to two (2) years. The maximum length of the Contract is therefore six (6) years. The value of the contract is estimated to be between £25,000,000 - £44,000,000 over the life of the contract.

Interested suppliers are invited to respond to Ofcom's Selection Questionnaire in accordance with the rules set out in the procurement documents.

For further details about Ofcom's requirements, please see the procurement documents made available via [www.https://ofcom.bravosolution.co.uk](https://ofcom.bravosolution.co.uk).

II.1.5) Estimated total value

Value excluding VAT: £44,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 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

For further detail on the contract make up – please see additional information in this notice.

II.2.5) Award criteria

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

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

Duration in months

72

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

II.2.10) Information about variants

Variants will be accepted: No

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 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

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: [2020/S 167-406015](#)

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

Date

5 May 2021

Local time

12:00pm

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

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

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This tendering exercise is being undertaken using BravoSolutions electronic tendering system at <https://ofcom.bravosolutions.co.uk/web/login.shtml>

Suppliers will need to register an interest on the system to participate and registration is free.

The estimated value given at II.2.6) is for the full duration of the contract including maximum possible extensions.

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.

VI.4) Procedures for review

VI.4.1) Review body

The High Court, The Royal Courts of Justice

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Ofcom will incorporate a standstill period of 10 calendar days at the point information on the award of the contract is communicated to tenderers. That notification will provide information on the award decision. Further information is set out in the Public Contracts Regulations 2015.