

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007147-2023>

Tender

## **CON-21-101 Service Desk (SD) and End User Compute (EUC) Services**

Financial Conduct Authority  
Payment Systems Regulator

F02: Contract notice

Notice identifier: 2023/S 000-007147

Procurement identifier (OCID): ocds-h6vhtk-035a3f

Published 10 March 2023, 7:05pm

### **Section I: Contracting authority**

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

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

#### **Contact**

Abdul Qyyum Choudhury

#### **Email**

[fcaprocurement@fca.org.uk](mailto:fcaprocurement@fca.org.uk)

#### **Telephone**

+44 2070661000

**Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

[www.fca.org.uk](http://www.fca.org.uk)

**I.1) Name and addresses**

Payment Systems Regulator

12 Endeavour Square

London

E20 1JN

**Email**

[fcaprocurement@fca.org.uk](mailto:fcaprocurement@fca.org.uk)

**Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

[www.psr.org.uk](http://www.psr.org.uk)

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

The contract involves joint procurement

### **I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Computer-related-management-services./842ZB2PCF8>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://fca.delta-esourcing.com/>

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

### **I.4) Type of the contracting authority**

Other type

Financial Regulator

### **I.5) Main activity**

Other activity

Financial Regulation

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

CON-21-101 Service Desk (SD) and End User Compute (EUC) Services

Reference number

CON-21-101

#### **II.1.2) Main CPV code**

- 72510000 - Computer-related management services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Financial Conduct Authority are looking for a Strategic Partner to support its vision to provide a high quality and efficient UK based Service Desk and End User Compute services contract for the next five (5) years with the option for two (2) separate one (1) year extensions (5+1+1).

The solution will support ~6300 end users across FCA and PSR offices. The end user device estate currently consists of ~5600 laptops and ~2300 mobile/tablet devices and is subject to change during the contract term.

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

Value excluding VAT: £122,000,000

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

This contract is divided into lots: No

### **II.2) Description**

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

- 72510000 - Computer-related management services

- 30210000 - Data-processing machines (hardware)
- 30211300 - Computer platforms
- 30213100 - Portable computers
- 30213200 - Tablet computer
- 30213300 - Desktop computer
- 30231000 - Computer screens and consoles
- 30231300 - Display screens
- 30211400 - Computer configurations
- 30213000 - Personal computers
- 30214000 - Workstations
- 30237270 - Portable computer carrying cases
- 30237280 - Power supply accessories
- 48730000 - Security software package
- 48731000 - File security software package
- 48732000 - Data security software package
- 48761000 - Anti-virus software package
- 48781000 - System management software package
- 48782000 - Storage management software package
- 48783000 - Content management software package
- 50312600 - Maintenance and repair of information technology equipment
- 50312300 - Maintenance and repair of data network equipment
- 72210000 - Programming services of packaged software products
- 72211000 - Programming services of systems and user software
- 72212000 - Programming services of application software
- 72226000 - System software acceptance testing consultancy services
- 72227000 - Software integration consultancy services

- 72228000 - Hardware integration consultancy services
- 72310000 - Data-processing services
- 72511000 - Network management software services
- 72512000 - Document management services
- 72800000 - Computer audit and testing services
- 72810000 - Computer audit services
- 72820000 - Computer testing services

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

NUTS codes

- UKI - London

Main site or place of performance

LONDON

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

The FCA are looking to procure Service Desk and End User Compute services for the next five (5) years with the option for two (2) separate one (1) year extensions. This is a joint procurement conducted in its entirety by the FCA for and on behalf of the FCA and the PSR jointly with all services being provided to both organisations. The contract terms for this procurement will be an amended version of the Cabinet Office Model Services Contract. The contract is subject to the law of England and Wales.

All services provided by the successful supplier must be delivered within the UK, with the full list of services and scope detailed in the ITT.

The scope of Service Desk requirements includes but is not limited to the ongoing delivery of the functions detailed in the ITIL Framework which covers Incident Management, Major Incident Management, Problem Management, Knowledge Management, Change Management and Request Fulfilment.

The scope of EUC services includes but is not limited to the ongoing delivery and management of Identity and Access Management, Telephony services, management of Azure Platforms and tools, Asset Management, AV equipment and Microsoft “Evergreen” services.

The £105m starting range only considers BAU and Change costs throughout the term of

the contract.

The £122m referenced in II1.5 is the potential total contract spend taking into account the expected BAU and Change cost, with the FCA exercising its options for Environmental Insurance and Technical Refresh.

### **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: £122,000,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

Yes, two (2) twelve (12) month extension options subject to the Authority's discretion (5+1+1)

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

Envisaged minimum number: 6

Maximum number: 8

Objective criteria for choosing the limited number of candidates:

The number of candidates will be limited in accordance with the provisions stated in the Selection Questionnaire.

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

Variants will be accepted: No

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

Options: Yes

Description of options

2 optional 1-year extensions

The FCA may ask the supplier to purchase Environment Insurance during the term of the contract. Further information can be found in Schedule 6 of the contract.

The authority reserves the right to use the contract to complete a Technology Refresh which might include supply of laptops and other hardware and software. Further information can be found in Schedule 2 of the contract.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

The FCA reserves the right at its absolute discretion to amend the procurement timetable at any point and/or to abandon the procurement without awarding a contract.

Please refer to section VI.3 under Complementary Information for further details.

---

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

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

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Not Applicable

#### **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**

The successful supplier must meet the performance levels stated in Schedule 3 of the Contract.

## **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 000-021875](#)

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

Date

12 April 2023

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**

In no circumstances will the FCA be liable for any costs incurred by suppliers in connection with this contract opportunity (whether in relation to FCA Service Desk and EUC Services or any other related opportunity that may be deemed to relate to this contract notice).

The Financial Conduct Authority intends to hold a Procurement Launch Event on 20 March. To attend this event, please contact [fcaprocurement@fca.org.uk](mailto:fcaprocurement@fca.org.uk) stating your name, organisation name and names of all individuals from your organisation who you would like to attend.

The scoring ratio is broken down as follows: 60% Quality, 10% Social Value and 30% Price.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://fca.delta-esourcing.com/tenders/UK-UK-London:-Computer-related-management-services./842ZB2PCF8>

To respond to this opportunity, please click here:

<https://fca.delta-esourcing.com/respond/842ZB2PCF8>

GO Reference: GO-2023310-PRO-22296699

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

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

High Court of England and Wales

London

WC2A 2LL

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

Financial Conduct Authority

London

E20 1JN

Country

United Kingdom

**VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

In accordance with the Public Contracts Regulations 2015, the FCA will incorporate a minimum 10 calendar day standstill period from the date that the contract award decision is communicated to tenderers.