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Tender

DDaT21484 - ACAS IT Technical Services and Disposal

The Advisory, Conciliation and Arbitration Service

F02: Contract notice

Notice identifier: 2022/S 000-008474

Procurement identifier (OCID): ocds-h6vhtk-0327b4

Published 29 March 2022, 5:26pm

Section I: Contracting authority

I.1) Name and addresses

The Advisory, Conciliation and Arbitration Service

8th Floor Windsor House, 50 Victoria Street

London

SW1H 0TL

Email

DdatProcurement@uksbs.co.uk

Country

United Kingdom

NUTS code

UKK14 - Swindon

Internet address(es)

Main address

<https://www.acas.org.uk/>

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

The Advisory, Conciliation and Arbitration Service

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DDaT21484 - ACAS IT Technical Services and Disposal

Reference number

DDaT21484

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

How to Apply

To register on the Delta eSourcing portal please use the link <https://www.delta-esourcing.com/> and follow the instructions to register.

If you are already registered on the Delta eSourcing Portal and wish to participate in this procurement, please use the link: <https://www.delta-esourcing.com/> and the follow the instructions to 'Log in'

Once you are logged into the system you can link yourself into this procurement using the following Access Codes: 5SB35AYX4D

This requirement is for an IT Technical Services and Disposal

Acas operates its own internal IT operations, managed by the Digital, Data and Technology (DDaT) Team. This team is responsible for day to day management and maintenance of live IT assets, software, configuration, and security policies. The scope of the requirement is for the following services: Asset Storage, disposal and management, with IT Technical Support for the assets, such as asset disposal, asset redeployment or installation (including end user device imaging, configuration, and application management). The service should also provide technical support for Infrastructure Assets such as Network devices and firewalls. The scope should be taken in the context of the core requirements described in 'Section 3 Requirements'. Acas DDaT are accountable for

the assets they deliver to Acas users and will be the sole authority regarding instructions of its assets, their configuration and deployment.

II.1.5) Estimated total value

Value excluding VAT: £364,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Acas operates its own internal IT operations, managed by the Digital, Data and Technology (DDaT) Team. This team is responsible for day to day management and maintenance of live IT assets, software, configuration, and security policies. The scope of the requirement is for the following services: Asset Storage, disposal and management, with IT Technical Support for the assets, such as asset disposal, asset redeployment or installation (including end user device imaging, configuration, and application management). The service should also provide technical support for Infrastructure Assets such as Network devices and firewalls. The scope should be taken in the context of the core requirements described in 'Section 3 Requirements'. Acas DDaT are accountable for the assets they deliver to Acas users and will be the sole authority regarding instructions of its assets, their configuration and deployment.

This is also an opportunity to "take stock" of what we are doing now and with a new or improved service how we can:

>Better improve, efficiency, value for money, customer service, speed and quality of Service Delivery.

>Ensure our ITIL Service Management business processes are correctly reflected in the service to improve governance and reduce risk, service downtime or unplanned changes.

>As part of the requirement we would like to take the opportunity to assess how Acas can do things differently with input from suppliers and internal stakeholders.

The value for the requirement will be £182,000.00 excluding Vat for the first two years (maximum annual budget £91K) with two optional 12 month extension periods.

The total estimated value of the opportunity including optional extensions is £364,000.00 excluding VAT.

The price for the first 2 years must be fixed and firm and year 3 and 4 will be subject to review and agreement by both parties before proceeding to the variation

Acas requires a scalable service, which can flex to meet business needs.

In co-ordination with DDaT, the range of service required by the business are:

Implementation/Storage

For implementation and deployment of the solution, the supplier will be required to re-locate IT equipment from the current supplier warehouse, (UK Based) to their premises. The supplier will perform a complete inventory of Acas assets stored that the customer can access. There are currently 26 pallets of IT Hardware to be stored/transferred. The size of the pallets are 1.2m x 1.0m.

The amount of IT Hardware that will be stored over course of the length of the contract will fluctuate

Support

With EUD's 3 years warranty is purchased; we require the chosen supplier to co-ordinate any call on this warranty and also to repair out of warranty equipment if it is deemed cost effective. We would need the supplier to check the system if the hardware is in warranty and send to the relevant area. Warranty repairs would only apply to laptops/surface pro's which would be collected by the supplier from either home or office location

Professional Services

The supplier should provide defined rates for Professional services for its resources, such as specialist technical roles (e.g., Security/Network Engineer), or 1st or 2nd Line engineers. This so we have a clear identification on the expertise levels that may be required.

>Deliveries and Collections

- Arrange delivery of Acas equipment upon request. This may involve delivery to offices and homebased workers located throughout England, Scotland and Wales.

- Collection of defective equipment or surplus equipment from staff leaving Acas located throughout England, Scotland and Wales

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: £364,000

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

Start date

1 July 2022

End date

30 June 2024

This contract is subject to renewal

Yes

Description of renewals

The contract shall be in operation for a period of 2 years with the option to extend +1 +1 years, for a total of 4 years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

9 May 2022

Local time

2:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

9 May 2022

Local time

2:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

UK Shared Business Services Ltd

Swindon

Country

United Kingdom