

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/009495-2024>

Planning

National Energy System Operator (NESO) - Digital Workplace Services & End User Compute (DWS-EUC) & IT Service Management (ITSM)

NATIONAL GRID PLC

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-009495

Procurement identifier (OCID): ocds-h6vhtk-044c0f

Published 22 March 2024, 5:04pm

Section I: Contracting entity

I.1) Name and addresses

NATIONAL GRID PLC

1 - 3 STRAND

LONDON

WC2N5EH

Contact

Cait Williams

Email

Caitlin.Williams@nationalgrid.com

Country

United Kingdom

Region code

UKI32 - Westminster

Companies House

04031152

Internet address(es)

Main address

www.nationalgrid.com

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Energy System Operator (NESO) - Digital Workplace Services & End User Compute (DWS-EUC) & IT Service Management (ITSM)

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

National Grid Electricity System Operator (NGESO), a legally separate business within

the National Grid Group, is the electricity system operator for Great Britain. The NGESO moves electricity around the system to keep homes and businesses supplied with the energy they need 24/7.

National Grid Electricity System Operator (NGESO) became a legally separate business from the wider National Grid Electricity Transmission (NG) in 2019. NGESO is on a journey to become National Energy System Operator (NESO), a separate legal entity under UK government ownership during Summer 2024. Where in this notice we refer to NESO, this should be understood as also including NGESO before the change is taken place.

As of July 2024, National Energy System Operator Limited (NESO) will no longer be a part of the National Grid group, resulting in the need to separate what are currently shared processes and functions.

As part of the separation from National Grid Group and transformation into NESO under UK Government ownership, The Digital, Data and Technology (DD&T) organisation within NESO require its own independent capabilities for Digital Workplace Services & End User Compute (DWS-EUC) and IT Service Management (ITSM). This will encompass all DWS & EUC and ITSM functions and services required to achieve NESO's digitalisation strategy.

As part of becoming NESO, the organisation will require a partner that consistently delivers fit for purpose and modern DWS-EUC and ITSM capabilities and services, adapting to a constantly evolving organisation with varying needs.

NESO require a partner that:

has industry leading knowledge and expertise in modern technology practices

delivers effective and ITIL-aligned Service Management functionalities

can provide NESO with continuous access to innovation

is able to efficiently integrate technologies

drive enhancement of end user experience

adopt modern device management through policy driven services.

Interested parties must be fully registered on Achilles UVDB against all codes by 9th April 2024, which is the targeted launch date of PQQ.

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

Fully managed capabilities for Digital Workplace Services & End User Compute (DWS-EUC) and IT Service Management (ITSM). Vendor must have a proven track record.

Services to consist of the following capabilities:

Collaboration

Ensuring the effective management of collaboration services, with emphasis on a digital first end user experience. This capability will provide a highly collaborative suite of tools and processes to ensure our staff are as productive as possible. It is key that we can effectively collaborate internally and with external stakeholders and customers as well.

Conferencing

Ensuring effective management of a modern conferencing capability. This will include the management & support of Microsoft Teams Rooms service, with some additional capabilities, for telephony users. This capability will ensure we always remain connected and enable us to communicate effectively with customers and stakeholders.

Device

Providing a first-class digital experience for our end-users, through effective provision and management of end user devices and products. These tools will enable our people to remain productive and connected at times and in all locations. The leverage of automation and cutting-edge technologies will be a key enabler for success in this capability.

Support

Provision and management of support capability to our end users. Providing people & processes to ensure efficient resolution of issues as well as continual improvement to provide issue prevention.

Security

Managing the following security capabilities to ensure our environment is robust and protected against cyber threats. Ensuring efficient and robust processes for identity and access management, whilst maintaining an exceptional end-user experience

ITSM

Responsible for providing the following ITSM processes to DD&T. Interfacing with NGESO business and DD&T colleagues to own and manage this capability.

Codes to be registered on Achilles UVDB for event:

1.5.2.0 - Computer Hardware & Accessories - Portable

1.5.4.0 - Computer Peripherals

2.1.1.0 - Hardware Services

2.1.3.0 - Software Support Services

2.2.3.0 - IT consultancy

2.1.8.0 - Telecommunication Network Services

2.6.3.4 - Print Management Services

II.3) Estimated date of publication of contract notice

9 April 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

English

Section VI. Complementary information

VI.3) Additional information

This PIN is not a call for competition. NESO is not obliged to respond to any correspondence related to this notice. Direct or indirect canvassing of NESO (or any person connected with it) by any person concerning this notice, or any attempt to procure information outside of the defined process is discouraged and may (in certain circumstances) require the disqualification of the relevant person(s) from participation in any future competitive procurement process.

All information provided by NESO in this PIN is at an early stage of development, is not intended by NESO to create any contract or other commitment and is not intended by NESO to be otherwise relied on by any person to any extent. NESO shall have no liability for any losses incurred by any person as a result any such reliance.

You must be registered against all Achilles UVDB codes to be invited to the Pre-Qualification Stage.

Desta Wheeler desta.wheeler@achilles.com can support any issues with completion of your registration process on Achilles UVDB ahead of the qualification event commencing in April: provided that it is the sole responsibility of each interested supplier to ensure that it is properly registered on Achilles UVDB on time and NESO accepts no responsibility for any failure to register on time regardless of the reasons for that.

In this PIN all reference to a contract notice should be read as referring to an advertisement on Achille UVDB and not a find a tender contract notice.