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Tender

Managed Security Services Partner - Caredig Ltd

Caredig Ltd

F02: Contract notice

Notice identifier: 2023/S 000-010322

Procurement identifier (OCID): ocds-h6vhtk-03bdb4

Published 11 April 2023, 11:21am

The closing date and time has been changed to:

19 May 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Caredig Ltd

43 Walter Road

Swansea

SA1 5PN

Email

ian.hoskison@caredig.co.uk

Telephone

+44 1792460192

Country

United Kingdom

NUTS code

UKL18 - Swansea

Internet address(es)

Main address

<http://www.caredig.co.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0532

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.sell2wales.gov.wales>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.sell2wales.gov.wales>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Managed Security Services Partner - Caredig Ltd

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Caredig Ltd procured a new Managed Services Partner in June 2021 and transitioned to the new service provision in April 2022 for the outsourced management and support of its IT infrastructure, while continuing to manage core applications in house.

At the time of this procurement, Caredig was still in contract for the provision of Managed Security Services and so was not in scope at this time, however the contract for this, is due for renewal on the 20th of November 2023.

II.1.5) Estimated total value

Value excluding VAT: £150,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 72267100 - Maintenance of information technology software
- 32571000 - Communications infrastructure
- 32412000 - Communications network

- 72514000 - Computer facilities management services
- 72611000 - Technical computer support services
- 32413100 - Network routers
- 32422000 - Network components
- 32425000 - Network operating system
- 32427000 - Network system
- 32430000 - Wide area network
- 72222000 - Information systems or technology strategic review and planning services
- 72253200 - Systems support services
- 72253000 - Helpdesk and support services
- 72910000 - Computer back-up services

II.2.3) Place of performance

NUTS codes

- UKL18 - Swansea

II.2.4) Description of the procurement

As a minimum, this contract for the provision of a Manager Security Service should cover the following areas:

Security & Event Management

Microsoft 365 Security & Event Management

325 Users

Device vulnerability assessments and alerting

DarkWeb Monitoring – Credential Compliance Scanning

Security Operations Centre (SOC)

Behavioral analysis and alerting / response on events – including Cyber Security Training platform and Phishing testing platform

Critical file / bulk file change and alerting / response on events

Continued delivery of Cyber Essentials Accreditation and Certification Support

Continued Cyber Essentials Plus pre assessment, and remediation compliance advice

Delivery of Cyber Essentials Plus Accreditation and Certification support (if Caredig choose to pursue Plus accreditation)

Annual Penetration testing

In addition, it is expected that the successful supplier will work closely with our Managed Service Provider in all aspects relating to security

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: £150,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option for 3+1+1 contract (initial term 3 years)

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

List and brief description of conditions

Selection criteria as stated in the procurement documentation

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

Selection criteria as stated in the procurement documentation

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Originally published as:

Date

12 May 2023

Local time

12:00pm

Changed to:

Date

19 May 2023

Local time

12:00pm

See the [change notice](#).

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

15 May 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=111445.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

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(WA Ref:130695)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom