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Contract

Reseller Framework - IT Hardware and Software , Software renewals and Software Asset Management

THAMES WATER UTILITIES LIMITED

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-010927

Procurement identifier (OCID): ocds-h6vhtk-02b8a5

Published 28 April 2022, 11:41am

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

RG1 8DB

Reading

RG18DB

Contact

Thames Water

Email

procurement.support.centre@thameswater.co.uk

Country

United Kingdom

Region code

UKJ11 - Berkshire

Internet address(es)

Main address

<https://www.thameswater.co.uk/about-us/our-suppliers/procurement>

I.6) Main activity

Water

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Reseller Framework - IT Hardware and Software , Software renewals and Software Asset Management

Reference number

FA1558

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Thames Water will contract with a minimum of two Resellers, for the purchase of Software, Hardware and associated Services. This activity will seek to develop Framework Agreements to cover the following:

Lot 1

- provision of standard hardware (and online catalogue that could integrate into TW's existing systems)
- hardware reseller services (non-standard - quotation to hardware delivery);
- hardware and software disposals service;
- management of hardware maintenance and support renewals;

Lot 2

- software reseller services (quotation to software delivery);
- management of software license, maintenance and support renewals;

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

IT Hardware Reseller

Lot No

1

II.2.2) Additional CPV code(s)

- 30232000 - Peripheral equipment
- 30237200 - Computer accessories
- 50323200 - Repair of computer peripherals

II.2.3) Place of performance

NUTS codes

- UKI - London

- UKJ - South East (England)

Main site or place of performance

Whole of the Thames Water region.

II.2.4) Description of the procurement

Thames Water is looking at the opportunity to streamline its supply base for IT Hardware procurement. This activity will seek to develop a Framework Agreement to cover, but not limited to, the following;

- hardware reseller services (quotation to hardware delivery);
- management of hardware maintenance and support renewals (notify when they are due for renewal, ensure best value, coordinate renewal on TW behalf where applicable);
- hardware disposals service;
- provision of standard hardware;
- ad-hoc purchases (e.g. keyboards, monitors, mobile telephony devices, end user computing hardware);
- data centre hardware - ad-hoc purchases (e.g.: routers, switches), major capital requirements (e.g. servers, storage, hyper-converged infrastructure), and related services such as installation

Where appropriate, Suppliers will be required to provide sufficient warranties and support for products provided under this Framework.

Key requirements will include: value-for-money of reseller services, including access to special bid pricing; seamless supply provision and automated catalogue; speed and accuracy of delivery; issue resolution; OEM relationships and accreditations; capability to execute projects and provide added-value services.

Thames Water intends to appoint one reseller for the supply of IT Hardware as a result of this ITN, with work being awarded on the basis of the most economically advantageous tender best value for money offered by appointed resellers for specific requirements. The framework will have no committed monetary value.

Please note that Suppliers may respond to one or both Lots and may, if successful, be awarded to supply both Lot requirements.

II.2.11) Information about options

Options: Yes

Description of options

Any agreement will be awarded for an initial duration of 3 years, with the option to extend up to a maximum of 5 years.

II.2) Description

II.2.1) Title

Software Reseller

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72268000 - Software supply services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of Thames Water region.

II.2.4) Description of the procurement

Thames Water is looking at the opportunity to streamline its supply base for Software. This activity will seek to develop a Framework Agreement to cover, but not limited to, the following;

- software reseller Services (quotation to software delivery)
- management of software license, maintenance and support renewals
- software disposals service;

Where appropriate, Suppliers will be required to provide sufficient warranties and support for products provided under this Framework.

Key requirements will include: value-for-money of reseller services, including access to special bid pricing; seamless supply provision; speed and accuracy of delivery; issue resolution; OEM relationships and accreditations; capability to execute projects and provide added-value services.

Thames Water intends to appoint a minimum of one reseller (with up to a maximum of 3) as a result of this ITT, with work being awarded on the basis of the most economically advantageous tender best value for money offered by appointed resellers for specific requirements. The framework will have no committed monetary value. Individual requirements will be competed between the successful service providers, as they arise, and awarded based against award criteria will be detailed in the individual ITN.

Please note that Suppliers may respond to one or both Lots and may, if successful, be awarded to supply both Lot requirements.

II.2.11) Information about options

Options: Yes

Description of options

Any agreement will be awarded for an initial duration of 3 years, with the option to extend up to a maximum of 8 years (3+2+2+1 years).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-012596](#)

Section V. Award of contract

Contract No

Hardware - Specialist Computer Centre Plc

Lot No

1

Title

Hardware & Associated Services Software & Associated Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 March 2022

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hardware - Specialist Computer Centre Plc

Birmingham

Country

United Kingdom

NUTS code

- UKG3 - West Midlands

The contractor is an SME

No

Section V. Award of contract

Contract No

Software Software One UK Ltd

Lot No

2

Title

Reseller framework to procure hardware & software and associated services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 March 2022

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Software Software One UK Ltd

Surrey

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

The contractor is an SME

No

Section V. Award of contract

Contract No

Bytes Software Services Ltd

Lot No

2

Title

Reseller framework to procure hardware & software and associated services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 March 2022

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Bytes Software Services Ltd

Surrey

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

The contractor is an SME

No

Section V. Award of contract

Contract No

Computacenter UK Ltd

Lot No

2

Title

Reseller framework to procure hardware & software and associated services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 March 2022

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Computacenter UK Ltd

Hatfield

Country

United Kingdom

NUTS code

- UKH2 - Bedfordshire and Hertfordshire

The contractor is an SME

No

Section VI. Complementary information

VI.3) Additional information

**** Please note, this is a Contract Award Notice ****

All suppliers who wish to respond to this contract notice must request a pre-qualification questionnaire (PQQ) by using the web link in Section I.3 (www.thameswater.co.uk/procurement).

From your response to the link in Section I.3 or above, Thames Water's Procurement Support Centre will send you an email providing login details for our eSourcing system (i.e. IASTA Smartsource). To complete the PQQ you will need to login to IASTA Smartsource. If the project requires it, you will receive an additional and separate survey to complete for Data Protection.

Note - The client may be Thames Water Utilities Limited or another company within the Kemble Water group structure.

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities

Reading

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).