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Tender

Provision of Infrastructure Support and Support Services

Wales & West Utilities Ltd

F05: Contract notice – utilities

Notice identifier: 2021/S 000-011557

Procurement identifier (OCID): ocds-h6vhtk-02b497

Published 25 May 2021, 8:39am

Section I: Contracting entity

I.1) Name and addresses

Wales & West Utilities Ltd

Wales & West House, Spooner Close, Coedkernew

NEWPORT

NP108FZ

Contact

Nicola Griffiths

Email

nicola.griffiths@wwutilities.co.uk

Telephone

+44 2920278779

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

www.wwutilities.co.uk

I.3) Communication

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

www.wwutilities.co.uk

Additional information can be obtained from the above-mentioned address

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

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Infrastructure Support and Support Services

Reference number

WWU1178

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

Wales & West Utilities (WWU) is an independent gas distribution network which owns and operates gas pipelines in Wales and the South West of England.

This contract provides for infrastructure provision, support and services including:

- Data Centre Hosting / Housing & Core Infrastructure?
- Service Desk & Service Management?
- End User Computing?
- Print Management?
- Peripherals?
- Infrastructure Project Services

Servers owned by WWU constitute an element of critical national infrastructure and are currently hosted at 2 data centres in the UK. The hosting must follow CPNI guidelines which can be found at www.cpni.gov.uk.

WWU would like to invite expressions of interest based on the Lots specified below.

Please note no further qualification or tender information will be published until the expression of interest period has closed.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Data Centre Hosting / Housing & Core Infrastructure?

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Hosting (and or DC Housing), management, support and maintenance of data centre services, core infrastructure and network (LAN & WAN) to include: ?

- Server Management ?
- Wide and Local Area Network Management (DC & Office)?
- Infrastructure Applications ?
- Data Management ?
- Business Continuity?
- Security related to in-scope services?

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Further information will be provided in the tender documentation

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Service Desk & Service Management?

Lot No

2

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Service desk capability and all related activities to include:?

- Service management ?
- Incident management ?
- Problem management ?
- Change management ?
- Service request management?
- Security management ?

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Further information will be provided in the tender documentation.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

End User Computing?

Lot No

3

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Desktop support capability and all related activities to include:?

- Desktop management ?
- IMACD changes ?
- Physical Cabling of the LAN Access Layer (patching only)?
- Voice network management (extension moves and simple configuration changes)?
- Management of mobile communications devices including smartphones?

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Further information will be provided in the tender documentation.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Print Management?

Lot No

4

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Fully managed service to include the support of in-scope printer estate (assets owned by WWU)?

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Further information will be provided in the tender documentation.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Peripherals?

Lot No

5

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Framework agreement for the procurement of devices and software licences. Typical items will include purchases of:?

- Desktop, laptops?
- Peripheral devices (keyboards, mice, screens)
- Maintenance agreements?

- Software Licences (SaaS and traditional)?

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Further information will be provided in the tender documentation.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Infrastructure Project Services ?

Lot No

6

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Services to be delivered on a project basis via a framework agreement to include:?

- Infrastructure Project services?
- Consulting services?

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Further information will be provided in the tender documentation.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: 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

If required details will be provided in the PQQ/tender documentation. Please note this sourcing event will be run via our e-sourcing procurement portal - Bravo Solution. Suppliers are required to be registered on WWU's Bravo portal to allow participation in this sourcing event.

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.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

If required details will be provided in the tender documentation.

III.1.6) Deposits and guarantees required

If required details will be provided in the tender documentation.

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

If required details will be provided in the tender documentation.

III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

If required details will be provided in the tender documentation.

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

Framework agreement with several operators

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

Date

18 June 2021

Local time

4:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 6 years

VI.3) Additional information

Participants wanting to participate in this sourcing activity must request access to the tender documents by e-mailing nicola.griffiths@wwutilities.co.uk before the deadline of 18th June 2021 16:00.

Please include the following information in your email:

- 1) Full company name;
- 2) Main contact details (name, job title, email address, and telephone numbers).

Please note the the tender will be run via our procurement portal Bravo which requires suppliers to be registered to participate, failure to register will result in the supplier not being able to participate in the sourcing event.

Pre-qualification/tender documents will be access via our electronic sourcing portal and an email will be sent containing the link to the system.

VI.4) Procedures for review

VI.4.1) Review body

Wales & West Utilities Ltd

Newport

Country

United Kingdom