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Tender

Managed IT Hosting and Support Service

EastendHomes Limited

F02: Contract notice

Notice identifier: 2022/S 000-012618

Procurement identifier (OCID): ocds-h6vhtk-0337e8

Published 16 May 2022, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

EastendHomes Limited

3 Resolution Plaza, Spitalfields

London

E1 6PS

Contact

Nathan Liptrot

Email

nathan@clarityprocurement.co.uk

Telephone

+44 1942725438

Country

United Kingdom

NUTS code

UKI - London

National registration number

United Kingdom

Internet address(es)

Main address

<https://www.eastendhomes.net/>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Information-technology-services./3DAUV375T9>

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/tenders/UK-title/3DAUV375T9>

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

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 IT Hosting and Support Service

Reference number

EH/IT/2022

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The procurement of a new Managed IT Hosting and Support Service for EastendHomes.

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services
- 30211300 - Computer platforms
- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

EastendHomes currently has an IT Managed Service contract which expires in November 2022. This is a fully outsourced and EastendHomes has no operational IT Personnel on its payroll.

The Supplier shall take over the hosting and support of all existing assets as appropriate to the proposed solution and either host these in the supplier's data centres(s) and/or move to public and/or private cloud services.

The Managed Service shall include a service desk to be provided at the supplier's offices providing all first, second, third line and support up to two (2) days per month of on-site assistance.

The Managed Service shall include:

- All compute and storage requirements
- All wide area network services
- All local area network services and equipment (LAN and WLAN)
- 24x365 Proactive monitoring of all core IT services
- Backup and restore
- Disaster recovery
- Break/fix support for all infrastructure and associated components
- Support for core infrastructure operating systems, including hypervisors as required
- Security and version patching

- Break/fix support for all end-user devices and associated components
- Support for end-user device operating systems, including virtual desktops as required
- Support for desktop applications, including Microsoft Office 365
- Provisioning new end-user devices
- Configuration of mobile phones and similar
- Security management of all core infrastructure and all user end-user devices
- Assistance to promote security best practice throughout EastendHomes
- Full inventory management service for all IT assets
- Procurement support
- Implementation and configuration support
- Technical architecture and design
- Developing appropriate refresh cycles for all equipment
- Capacity management
- Advice regarding new technologies which may be appropriate for EastendHomes
- Risk management with respect to IT equipment and services

The Contract with the successful Bidder shall last for an initial period of four (4) years, with an option to extend at EastendHomes sole discretion for a further three (3) periods of one (1) year each, giving a total potential term of up to seven (7) years.

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

84

This contract is subject to renewal

Yes

Description of renewals

Subject to take up of extension options, seven(7) years from contract award.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 6

Objective criteria for choosing the limited number of candidates:

The top 6 scoring Applicants (out of those who pass all the Pass/Fail questions) will be invited to participate in the ITT stage.

EastendHomes may invite fewer than 6 Applicants to further participate in the ITT stage if fewer than 6 SQ responses meet the above criteria. EastendHomes reserve the absolute right not to proceed with the tender process further.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Contract with the successful Bidder shall last for an initial period of four (4) years, with an option to extend at EastendHomes sole discretion for a further three (3) periods of one (1) year each, giving a total potential term of up to seven (7) years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/3DAUV375T9>

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

As stated in the procurement documents.

III.1.2) Economic and financial standing

List and brief description of selection criteria

As stated in the procurement documents.

Minimum level(s) of standards possibly required

As stated in the procurement documents.

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

17 June 2022

Local time

4:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

6 July 2022

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

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Subject to take up of extension options, seven (7) years from contract award.

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.

This tender is being administered on behalf of EastendHomes Limited by Clarity Procurement Solutions Limited.

Potential Applicants wishing to participate in this tender opportunity are requested to:

Download and read the Invitation to Tender Document and supporting appendices to familiarise yourselves with EastendHomes' requirements.

Download and read the Selection Questionnaire Instructions and Guidance Document.

Download and complete the Selection Questionnaire Document.

Submit a completed Selection Questionnaire Document in accordance with the Selection Questionnaire Instructions, noting the submission deadline of 16:00 hours on 17/06/2022.

Potential Applicants must not complete or submit the Invitation to Tender Document and supporting appendices at this stage.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Information-technology-services./3DAUV375T9>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/3DAUV375T9>

GO Reference: GO-2022516-PRO-20143908

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

EastendHomes will enter into the contract following a minimum 10 calendar day standstill period, starting on the day after the notification of the result. The Public Contracts Regulations 2015 (SI 2015/102) (as amended) (the Regulations) provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the Regulations to bring proceedings in the High Court. Any such proceedings must be brought within the limitation period specified by the Regulations according to the remedy sought.

VI.4.4) Service from which information about the review procedure may be obtained

The Cabinet Office

London

Country

United Kingdom