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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](mailto: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

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**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>

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## **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

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## **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)



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## **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