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Tender

PROVISION OF IT & CYBER SECURITY SUPPORT SERVICES

Pool Reinsurance Company Limited

F02: Contract notice

Notice identifier: 2023/S 000-014210

Procurement identifier (OCID): ocids-h6vhtk-03cd89

Published 18 May 2023, 2:56pm

Section I: Contracting authority

I.1) Name and addresses

Pool Reinsurance Company Limited

47 King William Street

London

EC4R 9AF

Contact

Commercial Services

Email

commercialservices@poolre.co.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Internet address(es)

Main address

www.poolre.co.uk

I.3) Communication

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

<https://poolre.ukp.app.jaggaer.com/esop/ogc-host/public/poolre/web/login.jst>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://poolre.ukp.app.jaggaer.com/esop/ogc-host/public/poolre/web/login.jst>

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://poolre.ukp.app.jaggaer.com/esop/ogc-host/public/poolre/web/login.jst>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PROVISION OF IT & CYBER SECURITY SUPPORT SERVICES

Reference number

PRE00048

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

1.2. Pool Re is seeking to appoint a minimum of two (2) Tenderers and a maximum of four (4) for the provision of IT & Cyber Security Support Services, specified into four (4) Lots of service provision, of which Lots 1, 2 and 4 may be awarded as single or multiple Lots, and Lot 3 which may only be bid for as a single lot in total, i.e., not in combination with any of the other lots:

- Lot 1 – Managed Support Services Provider (MSP)
- Lot 2 – Software and Licenses
- Lot 3 – Managed Security Operations Centre as a Service (SOCaaS)
- Lot 4 – Internet Service Provider (ISP)

II.1.5) Estimated total value

Value excluding VAT: £582,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

3

Maximum number of lots that may be awarded to one tenderer: 3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lots 1, 2 and 4 may be awarded as single or multiple Lots.

Lot 3 may only be bid for as a single lot in total, i.e., not in combination with any of the other lots.

II.2) Description

II.2.1) Title

Lot 1 – Managed Support Services Provider (MSP)

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

LOT 1 – IT Managed Support Services Provider

IT Managed Support services can be classified into the following sections.

i. Foundation services

Foundation services are the technology provision currently in place and are to be available from the start of the contract:

- IT Managed Service Functions

- Personnel – Time and Materials
- Hardware and Warranties Procurement
- Hardware and Software Support & Maintenance
- Reporting & Documentation

ii. Future Services

Future services are areas of technology provision that might be moved into this contract over time but would be agreed on a case-by-case basis. This may include but not be limited to:

- Technology Strategic Partnership
- Special Projects

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: £360,000

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

This appointment will run for a two-year period with options for Pool Re, in its absolute discretion to extend for up to a further twelve months at the second anniversary, making the full term a maximum of three years.

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

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Pool Re will seek to identify a minimum of five (5) applicants across all Lots, with a maximum of 3 applicants per Lot (12 in total) that will be invited to submit tenders.

Criteria as stated within the procurement documents.

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

II.2) Description

II.2.1) Title

Lot 2 – Software and Licenses

Lot No

2

II.2.2) Additional CPV code(s)

- 72268000 - Software supply services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

LOT 2: Licenses And Software

Pool Re requires a license provider to facilitate procurement of new, additional and existing license renewals for all Pool Re's hardware and software licenses. The license provider should have oversight of automatic renewals of software applications and maintenance of appropriate documentation.

Software purchase incl. license management (effective and proactive) and should provide high scalability to accommodate increase in users. The license provider should provide reports for IT Team to monitor the usage.

New subscriptions or adding assigning new licenses should be assigned within agreed timescale.

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: £84,000

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

This appointment will run for a two-year period with options for Pool Re, in its absolute discretion to extend for up to a further twelve months at the second anniversary, making the full term a maximum of three years.

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

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Pool Re will seek to identify a minimum of five (5) applicants across all Lots, with a maximum of 3 applicants per Lot (12 in total) that will be invited to submit tenders.

Criteria as detailed in the procurement documents.

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

II.2) Description

II.2.1) Title

Lot 3 – Managed Security Operations Centre as a Service (SOCaaS)

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

- UKI - London

II.2.4) Description of the procurement

LOT 3: Soc-As-A-Service (Socaas)

Pool Re's requires a Managed Security Operation Centre as a Service (SOCaaS) provider to ensure Pool Re's digital estate is secure against all Cyber Security Threats. The threat landscape will consist of the applications, servers, network appliance, cloud infrastructure and other technologies that support the business functions. The Managed SOC-as-a-Service provider will be responsible for integrating, operating and 24*7*365 monitoring of Pool Re's estate, equipped with set of tools such as, Security Information and Event Management (SIEM), Threat Intelligence Platforms (TIP), and all other tools that are required to comply to the scope and service levels.

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: £117,000

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

This appointment will run for a two-year period with options for Pool Re, in its absolute discretion to extend for up to a further twelve months at the second anniversary, making the full term a maximum of three years.

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

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Pool Re will seek to identify a minimum of five (5) applicants across all Lots, with a maximum of 3 applicants per Lot (12 in total) that will be invited to submit tenders.

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

II.2) Description

II.2.1) Title

Lot 4 – Internet Service Provider (ISP)

Lot No

4

II.2.2) Additional CPV code(s)

- 72411000 - Internet service providers ISP

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Lot 4: Internet Service Provider

Pool Re requires a dedicated, symmetric and permanent fibre optic connection at 200Mbps on a 1Gbps bearer. In order to ensure diversity and resilient with existing

solution, Internet Service Provider (ISP) are requested to provide details regarding the potential suppliers and paths.

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: £21,000

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

This appointment will run for a two-year period with options for Pool Re, in its absolute discretion to extend for up to a further twelve months at the second anniversary, making the full term a maximum of three years.

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

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Pool Re will seek to identify a minimum of five (5) applicants across all Lots, with a maximum of 3 applicants per Lot (12 in total) that will be invited to submit tenders.

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

As detailed in the procurement documents

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.2.3) 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

Restricted 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

Date

19 June 2023

Local time

2:00pm

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

1 August 2023

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: 2026

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom