

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014289-2021>

Tender

## **Network Field Support, Break Fix Services**

David MacBrayne Limited

F02: Contract notice

Notice identifier: 2021/S 000-014289

Procurement identifier (OCID): ocds-h6vhtk-02bf44

Published 23 June 2021, 11:45am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

David MacBrayne Limited

Ferry Terminal

Gourock

PA19 1QP

#### **Contact**

Denis Lyden

#### **Email**

[denis.lyden@calmac.co.uk](mailto:denis.lyden@calmac.co.uk)

#### **Telephone**

+44 7816094069

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.calmac.co.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10923](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10923)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

[www.publictendersscotland.publiccontractsscotland.gov.uk](http://www.publictendersscotland.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publictendersscotland.publiccontractsscotland.gov.uk](http://www.publictendersscotland.publiccontractsscotland.gov.uk)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

Ferry Operator, Transport

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Network Field Support, Break Fix Services

Reference number

ITNW21-001

#### **II.1.2) Main CPV code**

- 72710000 - Local area network services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

CFL has a need for Network Field Support, Break Fix Services and Additional Network Services as and when required by the business.

The contract will cover services required for maintaining the network infrastructure.

Wireless LAN Management

Wide Area Network Management

Radwin (point-to-point long range WIFI)

High site equipment

Incident and Problem Management (Remote and On-Site)

break/fix requirement, problem solving and RMA of specific assets.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,650,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 32410000 - Local area network
- 32400000 - Networks
- 32413100 - Network routers
- 32420000 - Network equipment
- 32421000 - Network cabling
- 32422000 - Network components
- 32424000 - Network infrastructure
- 32428000 - Network upgrade
- 32430000 - Wide area network
- 50312300 - Maintenance and repair of data network equipment
- 50312310 - Maintenance of data network equipment
- 50312320 - Repair of data network equipment

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

### **II.2.4) Description of the procurement**

The strategic objective is to have a Framework Contract with multiple suppliers providing Network Field Support, Break Fix Services and additional Network services such as new installations etc. that recognizes value for money, cost reduction, reliability and service continuity whilst also achieving standardisation of services throughout the fleet and leveraging economies of scale.

DML has a need services for Network Field Support, Break Fix Services and Additional Network Services for use as and when required by the business.

The contract will cover services required for maintaining the network infrastructure,

covering the agreed contractual period.

LAN at all sites

Wireless LAN Management

Wide Area Network Management

Radwin (point-to-point long range WIFI)

High site equipment

Incident and Problem Management (Remote and On-Site)

Hardware Return Merchandise Authorisation (RMA)

Preventative Maintenance

Hardware Asset Management

Additional Hardware Maintenance

Hardware Lifecycle Management

Monthly Service Reporting

As the successful Framework providers will have the ability to not only bid for the initial managed service call off for Network support but for all further works including design, installation, cable management, decommissioning adds, moves and changes we would expect a matrix costing for these types works to be included in Framework responses.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

#### **II.2.6) Estimated value**

Value excluding VAT: £1,650,000

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

Duration in months

36

This contract is subject to renewal

No

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

Envisaged number of candidates: 3

Objective criteria for choosing the limited number of candidates:

The Procurement will be conducted through the use of the Competitive Procedure with Negotiation. All queries about this procurement must be made via the PCS-T messaging system.

The process we will apply is:

Statements including the specific requirements can be found within Section III.1.3 of the Contract Notice.

Bidders must pass the minimum standards sections of the SPD(Scotland).

Part III and Section B and D of Part IV will be scored on a pass/fail basis, and section C of part IV of the ESPD(Scotland) will be scored in the following way:

Questions 4C 1.2 of the SPD will be scored using the following methodology:

100- Excellent. Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates

thorough experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

75 - Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good amount of experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

50 - Acceptable. Response is relevant and acceptable. The response demonstrates broad previous experience, knowledge and skills/capacity/capability but may lack in some aspects of similarity e.g. previous experience, knowledge or skills may not be of a similar

nature.

25 - Poor. Response is partially relevant but generally poor. The response shows some elements of relevance to the criterion but contains insufficient/limited detail or explanation to demonstrate

previous relevant experience/ capacity/capability.

0 - Unacceptable. Nil or inadequate response. Fails to demonstrate previous experience/capacity/capability relevant to this criterion.

The responses to the questions at Section III.1.3 of the Contract Notice will be weighted in

the following way. Please see SPD(Scotland) Question 4C.1.2: 100%. A full breakdown of the sub-criteria is provided at III.1.3.

DML will take a minimum of three highest scoring bidders through and they will be invited to submit a tender.

#### **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.2.14) Additional information**

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

---

### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Please refer to these statements when completing section 4B of the SPD

Statement for 4B

Bidders must demonstrate a Return on Capital Employed at a ratio of greater than Zero. Ratio will be calculated as follows; Net profit after Tax divided by Net Assets (Total assets less Current Liabilities)

Bidders must demonstrate a Current Ratio of greater than 1.

Current Ratio will be calculated as follows; Net Current Assets divided by Net Current Liabilities

There must be no qualification or contra-indication from any evidence provided in support of the bidder's economic and financial standing

Statement for 4B1.1

Bidders must provide their ("general") yearly turnover for the last 3 financial years.

Statement for 4B5.1-3

It is a requirement for this contract that bidders hold or commit to obtain prior to the commencement of any subsequently awarded contract the types of Insurance indicated below;

Employer's (Compulsory) Liability Insurance = 5 Million GBP

Public Liability Insurance = 5 Million GBP

Professional Indemnity Insurance = 5 Million GBP

### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

This SPD is designed to allow CFL to review evidence of prior experience and should not make forward-looking statements or predict where products or features may have utility for CFL.

Minimum level(s) of standards possibly required

Q4C 1.2 of the SPD (Weighting 100%) - Bidders will be required to provide examples that demonstrate that they have the relevant experience to deliver the Network Field Support Services described in part II.2.4 of the Contract Notice. The question is split into six weighted sections and should be from the last 3 years as follows:

Q1 - Please evidence that your organisations experience in delivering of the following Network support requirements:

Wireless LAN Management

Wide Area Network Management

Radwin (point-to-point long range WIFI)

High site equipment

Incident and Problem Management (Remote and On-Site)

Break/fix requirement - Problem solving and RMA of specific assets

Your response must include at least three examples. (Weighting 45%)

Q2 - Please evidence how you have supported customers in the period between contract award and the handover to you as the new support partner and 'business as usual'. Please provide at least two examples from the past 3 years. (Weighting 20%)

Q3 - Please provide examples of your organisations approach to Continual Service Improvements. Please provide two or more examples from recent contracts. Examples might include your approach to how the service is delivered but also how the systems are designed and operated.(Weighting 15%)

Q4 - Please demonstrate where your service support offering has delivered enhanced reporting and analytical capability to your clients via enhanced monthly reporting, Hardware Lifecycle Management etc. Please include examples of two clients, stating how these clients have used this capability and the value it has added.(Weighting 20%)

Q4C.7 of the ESPD (Weighting Pass/Fail) - Bidders will be required to produce certificates drawn up by independent bodies attesting that the bidder complies with the required environmental management systems or standards in accordance with BS EN ISO 14001:2015 (or equivalent) or produce other means of proof concerning required environmental management systems or standards.

Q4D.1 of the ESPD (Weighting Pass/Fail) Bidders will be required to produce certificates drawn up by independent bodies attesting that the bidder complies with the required Quality Assurance standards in accordance with BS EN 9001:2015 (or equivalent) or produce other means of proof concerning their quality assurance schemes

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **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

Envisaged maximum number of participants to the framework agreement: 3

**IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

**IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

**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

23 July 2021

Local time

12:00pm

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

2 August 2021

**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: 6 (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: 12 months before contract end date

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Estimated Value of the initial term is 1,650,000 GBP.

Questions in the ITT will be scored using the following methodology:

100- Excellent. Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates thorough experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

75 - Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good amount of experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

50 - Acceptable. Response is relevant and acceptable. The response demonstrates broad previous experience, knowledge and skills/capacity/capability but may lack in some aspects of similarity e.g. previous experience, knowledge or skills may not be of a similar nature.

25 - Poor. Response is partially relevant but generally poor. The response shows some elements of relevance to the criterion but contains insufficient/limited detail or explanation to demonstrate previous relevant experience/ capacity/capability.

0 - Unacceptable. Nil or inadequate response. Fails to demonstrate previous experience/capacity/capability relevant to this criterion.

COMPETITIVE PROCEDURE WITH NEGOTIATION EXPLANATION -Competitive

Procedure with Negotiation (CPN) this is a two-stage procedure run along the same lines as a Restricted procedure. This requires interested parties to complete a pre-qualification stage by submitting a SPD before being invited to submit a tender. This down selection process allows us to limit the number of parties receiving the full tender and moving forward to the negotiation phase(s).

Under CPN tenders are submitted from down selected suppliers and are then subject to evaluation and negotiation and then re-submitted to finalise positions and allow selection of a preferred bidder.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 19008. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:657842)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Sheriff Court House

1 Nelson Street

Greenock

PA15 1TR

Email

[greenock@scotcourts.gov.uk](mailto:greenock@scotcourts.gov.uk)

Telephone

+44 1475787073

Country

United Kingdom