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Tender

## **WFD - Supply of IT Support Services**

THE WESTMINSTER FOUNDATION FOR DEMOCRACY LIMITED

F02: Contract notice

Notice identifier: 2021/S 000-015433

Procurement identifier (OCID): ocds-h6vhtk-02c3bb

Published 5 July 2021, 5:42pm

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

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

THE WESTMINSTER FOUNDATION FOR DEMOCRACY LIMITED

22 Whitehall

London

SW1A 2EG

#### **Email**

[procurement@wfd.org](mailto:procurement@wfd.org)

#### **Country**

United Kingdom

#### **NUTS code**

UKI - London

#### **Internet address(es)**

Main address

<https://www.wfd.org>

### **I.3) Communication**

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

<https://www.wfd.org/2021/07/05/invitation-to-tender-it-support-services/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.wfd.org/2021/07/05/invitation-to-tender-it-support-services/>

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

Body governed by public law

### **I.5) Main activity**

Other activity

Democracy support

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## **Section II: Object**

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

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

WFD - Supply of IT Support Services

Reference number

UKIT2021/01

#### **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**

WFD is inviting companies to tender for the provision of IT support services. These include management of the IT infrastructure, disaster recovery, cyber security, IT support and telephony across the organisation.

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

WFD wishes to appoint a supplier that can manage its IT and telephone services and offers:

- A collaborative, tailored and client-oriented approach;
- High quality, fast and responsive remote user support and training to WFD staff in the

UK and overseas on the full range of core Microsoft 365 and third party applications;

- Comprehensive maintenance and network support for WFD's cloud-based Microsoft 365 tenant and on-premises servers;
- Knowledgeable licensing advice, provisioning, and support to ensure operational effectiveness and value for money;
- Strategic technology advice and consulting; and
- Specialist advice and assistance on business continuity and cyber security best practice

In particular, WFD is looking to select a supplier that has demonstrable experience and expertise in advising on or managing the security requirements associated with Government information assets (at OFFICIAL or OFFICIAL SENSITIVE level), implementing guidance issued by the National Cyber Security Centre, and the identifying, assessing and mitigating the cyber security risks frequently associated with sensitive international work. In addition, WFD would welcome bids from suppliers that can also provide:

- Procurement, provisioning, global distribution, maintenance, repair, and destruction of WFD hardware;
- Asset management; and
- Development services upon request (e.g. SharePoint, PowerApps, etc.)

WFD would prefer the selected supplier to be a Microsoft Gold Partner and/or a Dell Partner and compliant with relevant ISO standards and policies.

Please note that, shortlisted bidders will be required to enter into a non-disclosure agreement (NDA), whereby further elaboration on hardware and software can be provided, if required.

## **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**

Start date

1 October 2021

End date

30 September 2025

This contract is subject to renewal

Yes

Description of renewals

The contract will be awarded for a period of 4 years and will be reviewed annually and renewed based on performance.

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be awarded for a period of 4 years and will be reviewed annually and renewed based on performance.

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## **Section IV. Procedure**

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

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

Open 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

1 August 2021

Local time

11:59pm

#### **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**

Tender must be valid until: 30 September 2021

#### **IV.2.7) Conditions for opening of tenders**

Date

2 August 2021

Local time

9:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Westminster Foundation for Democracy

22 Whitehall

London

SW1A 2EG

Email

[procurement@wfd.org](mailto:procurement@wfd.org)

Country

United Kingdom

Internet address

[www.wfd.org](http://www.wfd.org)