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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

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

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.

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

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

Country

United Kingdom

Internet address

www.wfd.org