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Tender

## **IT Service Desk**

TRANSPORT UK EAST ANGLIA LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-018072

Procurement identifier (OCID): ocds-h6vhtk-046f29

Published 11 June 2024, 4:24pm

## **Section I: Contracting entity**

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

TRANSPORT UK EAST ANGLIA LIMITED

2nd Floor, St Andrews House, 18-20 St. Andrew Street

LONDON

EC4A3AG

### **Contact**

Hugh McKenzie

### **Email**

[hugh.mckenzie@greateranglia.co.uk](mailto:hugh.mckenzie@greateranglia.co.uk)

### **Telephone**

+44 7926475854

**Country**

United Kingdom

**Region code**

UKI31 - Camden and City of London

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.greateranglia.co.uk>

**I.3) Communication**

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

<http://redirect.transaxions.com/events/zO7ZW>

Additional information can be obtained from the above-mentioned address

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

**I.6) Main activity**

Railway services

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## **Section II: Object**

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

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

IT Service Desk

Reference number

TUEA240002

#### **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**

Transport UK East Anglia are looking to appoint a supplier to provide IT Helpdesk Services.

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

This contract is divided into lots: No

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

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

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

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

NUTS codes

- UKI31 - Camden and City of London

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

Provision of IT Service Desk Services.

### **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

24

This contract is subject to renewal

Yes

Description of renewals

The duration of contract will be 24 months with an option to extend for a further 12 months.

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

Variants will be accepted: No

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

Options: Yes

Description of options

Dependent on contractual performance.

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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 specified within procurement documentation.

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

List and brief description of selection criteria

As specified within procurement documentation.

Minimum level(s) of standards possibly required

As specified within procurement documentation.

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

List and brief description of selection criteria

As specified within procurement documentation.

Minimum level(s) of standards possibly required

As specified within procurement documentation.

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

As specified within procurement documentation.

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## **Section IV. Procedure**

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

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

Negotiated procedure with prior call for competition

#### **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

12 July 2024

Local time

12:00pm

#### **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)

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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**

Transport UK East Anglia Limited

11th Floor One Stratford Place

London

E20 1EJ

Country

United Kingdom