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Tender

## **Fully Managed End-To-End IT Support Service To The North London Coroner's Jurisdiction**

LONDON BOROUGH OF HARINGEY

F02: Contract notice

Notice identifier: 2022/S 000-018330

Procurement identifier (OCID): ocds-h6vhtk-034e42

Published 5 July 2022, 2:35pm

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

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

LONDON BOROUGH OF HARINGEY

Civic Centre, High Road, Wood Green

LONDON

N228LE

#### **Contact**

Ananthi Naveen Raj

#### **Email**

[ananthi.raj@haringey.gov.uk](mailto:ananthi.raj@haringey.gov.uk)

#### **Telephone**

+44 7805484514

#### **Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

[www.haringey.gov.uk](http://www.haringey.gov.uk)

Buyer's address

[www.haringey.gov.uk](http://www.haringey.gov.uk)

**I.3) Communication**

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

<https://s2c.waxdigital.co.uk/ProcurementLBHaringey>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s2c.waxdigital.co.uk/ProcurementLBHaringey>

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

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Fully Managed End-To-End IT Support Service To The North London Coroner's Jurisdiction

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

- 72250000 - System and support services

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

Services

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

IT managed services contract for a period of 3 years.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKI - London

Main site or place of performance

IT infrastructure and Support for the Coroner Service based at Barnet Coroners Court, 29 Wood Street, High Barnet, EN5 4BE.

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

Provide a fully managed end-to-end IT infrastructure and support service, which includes:

A1 the provision of end-to end IT support, between the hours of 8am and 6pm, Monday to Friday, excluding public holidays.

A2 on-site and remote, first, second, and third-line support, either directly or via triage and

liaising with third party service providers to achieve satisfactory conclusion to issues raised and meet agreed service levels of the entire service.

A3 enabling the coroner's service to log support calls by telephone, email or on a portal and have the calls responded to in a timely manner, with resolution within the agreed Service Level Agreement parameters contained in Appendix X. All calls logged should be identified by a call reference number and users should either be able view the status of calls on a portal or receive regular email status updates.

More detailed specifications are available in the tender pack

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

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

#### **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

Up-to 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

Up-to 12 months

## **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: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

4 August 2022

Local time

5:00pm

#### **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**

Tender must be valid until: 16 December 2022

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

Date

5 August 2022

Local time

10:00am

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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**

London Borough of Haringey

London

Country

United Kingdom