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Tender

Provision of 2nd & 3rd Line Managed IT Support Services

FIRST TRENITALIA WEST COAST RAIL LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-018440

Procurement identifier (OCID): ocds-h6vhtk-02cf76

Published 2 August 2021, 2:20pm

Section I: Contracting entity

I.1) Name and addresses

FIRST TRENITALIA WEST COAST RAIL LIMITED

4th Floor Capital House 25 Chapel Street

London

NW15DH

Email

pardeep.dubb@avantiwestcoast.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.avantiwestcoast.co.uk

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://procurement.gwr.com/>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of 2nd & 3rd Line Managed IT Support Services

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

2nd/3rd Line Support

The requirement is for a 2nd/3rd Line Managed Technical Support.

1. End User Computer - (2nd Line) Technical Support for all End User Computer and Deskside, /Station IT & Retail support including but not limited to; Windows OS, Office 365, File Storage, Active Directory Daily Management, Laptops, Desktops, Software, Mobiles, Tablets, Printers, Conference Meeting Rooms and Peripherals. Management of

Security Software Licensing, Security Patching and Vulnerability Management. should also be included.

2. Core Technologies - 3rd Line Technical Infrastructure support and management including but not limited to Data Centre services which include Azure hosted, Physical Servers, Citrix, Active Directory, Print Management, and 2 / 3 Core Application Support. Management of core infrastructure policies and processes for All Services will have patching, backups, and recovery schedules and Disaster Recovery plans. Security and Vulnerability Management must also be managed across all AWC hosted and physical instances.

II.1.5) Estimated total value

Value excluding VAT: £2,300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

II.2.4) Description of the procurement

2nd/3rd Line Support

The requirement is for a 2nd/3rd Line Managed Technical Support.

1. End User Computer - (2nd Line) Technical Support for all End User Computer and Deskside, /Station IT & Retail support including but not limited to; Windows OS, Office 365, File Storage, Active Directory Daily Management, Laptops, Desktops, Software, Mobiles, Tablets, Printers, Conference Meeting Rooms and Peripherals. Management of Security Software Licensing, Security Patching and Vulnerability Management. should also be included.

2. Core Technologies - 3rd Line Technical Infrastructure support and management including but not limited to Data Centre services which include Azure hosted, Physical Servers, Citrix, Active Directory, Print Management, and 2 / 3 Core Application Support. Management of core infrastructure policies and processes for All Services will have patching, backups, and recovery schedules and Disaster Recovery plans. Security and Vulnerability Management must also be managed across all AWC hosted and physical instances.

Core Onsite Support Hours 08:00-18:00 excluding Christmas and Boxing Day with Out of Hours Support covering all other times. 24/7 P1/P2 Incident Resolution via Major Incident Management Process and proactive alerting on critical systems and services.

Service will support business employees (approx. 3800) with all IT Support requirements in office, at station or onboard train services. Service should incorporate promotion of Self Service, Intelligent Monitoring and Automation throughout with use of the First Trenitalia West Coast Rail Limited ServiceNow Instance for incident management.

Leadership and ownership all Cyber Security activities relating to the AWC estate is essential.

Continuous research into Artificial Intelligence and forming relationships with local colleague champions to promote Technology/Wider business engagement is essential.

Provide onsite support at HQ UK offices and conduct site visits covering all other UK locations. Always take ownership of IT feedback to build relationships with all colleagues including our Station and IT Champions.

TUPE Shall apply.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement

documents

II.2.6) Estimated value

Value excluding VAT: £2,300,000

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

An option of a further period of up to 1 year.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

3 September 2021

Local time

11:00pm

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

5 September 2021

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

- no PQQ documentation will be available until shortly after the expiry of this Contract Notice
- only suppliers shortlisted at the PQQ Stage will receive a copy of the Tender.

VI.4) Procedures for review

VI.4.1) Review body

First Greater Western Ltd

Swindon

Country

United Kingdom