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Opportunity

## **Provision of Managed Network Operations Centre.**

FIRST TRENITALIA WEST COAST RAIL LIMITED

F05: Contract notice – utilities

Notice reference: 2021/S 000-018450

Published: 2 August 2021, 2:36pm

### **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](mailto:pardeep.dubb@avantiwestcoast.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

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

Main address

[www.avantiwestcoast.co.uk](http://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

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## **Section II: Object**

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

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

Provision of Managed Network Operations Centre.

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

- 72222300 - Information technology services

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

Services

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

Provide Network Operations Centre responsible for technical support & management of all network infrastructure including MPLS, Direct Internet Access, Data Centre, and hardware support (break fix) for network equipment hosted within Data Centre, Office, or Station locations. To include but no limited to Switches, Routers, Firewalls, Corporate & Guest WIFI and VPN's.

Core Technologies to support will include:

- i. Checkpoint Firewalls
- ii. Meraki Wireless
- iii. Cisco ISE
- iv. Cisco Switches
- v. Silver Peak SD-WAN
- vi. zScaler Cloud Web Filtering
- vii. IaaS Networking (AWS / Azure)

Core 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 connectivity 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.

### **II.1.5) Estimated total value**

Value excluding VAT: £560,000

### **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**

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Key elements of the service will require:

i. Management of Core Network Service Availability

ii. Reporting

iii. Knowledge Management

iv. Design with configuration management and backups

v. Network Hardware Break/Fix

vi. Routine Management and Maintenance

vii. Security Vulnerability and Patch Management

viii. Release Management

ix. Disaster Recovery and Technical Business Continuity Plans

x. Vendor Support & Escalation

xi. CMDB population and management

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: £560,000

### **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 for 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

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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

3 September 2021

Local time

11:00pm

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

6 September 2021

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

English

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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**

First Greater Western Ltd

Swindon

Country

United Kingdom