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Tender

Provision of Managed Network Operations Centre.

FIRST TRENITALIA WEST COAST RAIL LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-018450

Procurement identifier (OCID): ocids-h6vhtk-02cf80

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

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 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

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

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