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Tender

# **Provision of 1st Line IT Helpdesk Support**

FIRST TRENITALIA WEST COAST RAIL LIMITED

F05: Contract notice - utilities

Notice identifier: 2021/S 000-018465

Procurement identifier (OCID): ocds-h6vhtk-02cf8f

Published 2 August 2021, 3:28pm

## **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

#### **Telephone**

+44 7920530473

#### 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 1st Line IT Helpdesk Support

#### II.1.2) Main CPV code

• 72222300 - Information technology services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

The requirement is for a 24/7 Managed IT Service Desk.

Managed IT Service Desk to serve as the primary point of contact for owning incidents,

addressing user requests, questions and providing a communications channel between other service management functions and the user community. In addition to these core functions, the service desk will have an active role in capturing change requests, maintaining 3rd party support contracts, managing access requests and all other ITIL functions.

Provide 1st line IT Support to support business employees (approx. 3800) with all IT Support requirements in office, at station or onboard train services.

Regular face to face account management meetings. Site visits to meet user stakeholders and understand the IT network Infrastructure.

Operating 24/7 - 365 days with core support hours required between 08:00 -18:00 Monday - Friday. This excludes Christmas and Boxing Day. Out of Hours Support cover required at all other times.

#### II.1.5) Estimated total value

Value excluding VAT: £900,000

#### 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

Main site or place of performance

UK

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

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Provide 1st line IT Support to support business employees (approx. 3800) with all IT Support requirements in office, at station or onboard train services.

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Operating 24/7 - 365 days with core support hours required between 08:00 -18:00 Monday - Friday. This excludes Christmas and Boxing Day. Out of Hours Support cover required at all other times.

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

The service will own and manage ITIL processes for all IT Support groups to ensure governance is applied and adhered. This will include:

- Incident Management
- Major Incident Management
- Request Management

- Change Management
- Problem Management
- Knowledge Management
- Vendor Management
- Escalation 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: £900,000

#### 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 years.

#### 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** 

#### VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

- 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