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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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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