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Tender

## **IT operations support managed service**

UK Biocentre Ltd

F02: Contract notice

Notice identifier: 2021/S 000-021340

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

Published 27 August 2021, 4:45pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

UK Biocentre Ltd

Unit 2-3 Bradbourne Drive, Java Park, Tilbrook

Milton Keynes

MK7 8AT

#### **Email**

[tenders@ukbiocentre.com](mailto:tenders@ukbiocentre.com)

#### **Telephone**

+44 1614755386

#### **Country**

United Kingdom

#### **NUTS code**

UKJ12 - Milton Keynes

**Internet address(es)**

Main address

[www.ukbiocentre.com](http://www.ukbiocentre.com)

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA38249](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA38249)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.mytenders.co.uk](http://www.mytenders.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.mytenders.co.uk](http://www.mytenders.co.uk)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

## **Section II: Object**

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

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

IT operations support managed service

Reference number

UKBC005

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

- 72253000 - Helpdesk and support services

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

Services

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

UKBC is seeking a Bidder that can provide an IT operations support managed service at UK Biocentre's site in Milton Keynes

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72253100 - Helpdesk services
- 72253200 - Systems support services
- 72250000 - System and support services
- 72000000 - IT services: consulting, software development, Internet and support

#### **II.2.3) Place of performance**

NUTS codes

- UKJ12 - Milton Keynes

## II.2.4) Description of the procurement

UKBC requires the provision of an IT operations support service at its site at Units 2-3 Java Park, Bradbourne Drive, Tilbrook, Milton Keynes, MK7 8AT.

UKBC's facility is an operational healthcare testing centre that is currently operating 7 days a week on a 24/7 basis and accordingly UKBC requires IT operations support that reflects these operational days and hours. The volume of IT support services required will need to be amended over the term of the contract to reflect the needs of UKBC's core business including the development of operations and future projects as well as the wind-down of operational hours once the COVID-19 testing service is no longer required or is no longer required to the same testing capacity.

In order to satisfy evolving COVID-19 testing requirements, UKBC necessarily maintain extremely flexible laboratory and business operations, and the same approach must be reflected in the IT operation support managed services. For example, this highly fluid situation does not lend itself to a traditional IT approach of a procedure-driven service desk and catalogue-driven solution provisioning. For this reason, UKBC do not operate a traditional demarcation between first-line and second-line IT support teams, but requires a single combined general IT operations support team with the same resources covering both first-line and second-line tasks, and all providing flexible, ad-hoc and investigative solutions as well as the traditional IT support basics.

## II.2.5) Award criteria

Quality criterion - Name: Service and Quality / Weighting: 13

Quality criterion - Name: Assurance of Supply / Weighting: 42

Price - Weighting: 45

## II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

4

This contract is subject to renewal

Yes

Description of renewals

The contract will run for an initial term from 1 December 2021 to 31 March 2022, this being the end of the current UKBC COVID-19 testing contract with Department of Health

and Social Care (DHSC).

The DHSC Contract contains options to renew for a further two six month periods. Any contract awarded for this service will contain similar renewal options, although renewal cannot be guaranteed.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

29 September 2021

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 29 December 2021

#### **IV.2.7) Conditions for opening of tenders**

Date

29 September 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

UK Biocentre reserves the right to discontinue or delay the procurement process and may decide not to award a contract as a result of this call for competition. UK Biocentre shall not be liable for any costs or expenses incurred by any organisation in considering and/or responding to the procurement process. Tenders and supporting documents must be priced in pounds sterling and all payments made under the contract will be in pounds sterling, unless otherwise advised.

Any volumes of service required referred to within this Contract Notice and/or the procurement documents is indicative only and there is no guarantee or warranty of any volumes of service, particularly given that the position in relation to Covid-19 testing, and the Government's response to it, continues to evolve. The service will need to be flexible to support UK Biocentre in its testing and core activities.

The estimated contract value for the initial period of 4 months may be in the region of 140,000 GBP to 150,000 GBP but the value may vary (and therefore may be lower or higher than this range) given that we cannot currently accurately predict Covid-19 activity and, consequently, the length of service required. As such, it is not possible to provide an overall maximum estimated value for the contract given the evolving nature of the Covid-19 pandemic and whether the contract will be extended up to the maximum 16 month period at the current levels. However, based on the initial 4 month period highlighted above and whilst recognising the value may vary, the overall maximum value across the 16 month period could be in the region of 550,000 – 600,000 GBP

The award of this contract may involve the transfer of staff pursuant to the Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended). Further details are provided as part of the procurement documents.

Bidders are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

UKBC will facilitate site visits (in line with COVID-19 distancing, other safety and security requirements) during week commencing 13 September 2021. A maximum of 2 people per bidding organisation will be permitted on an accompanied site visit. Please e-mail the dedicated tenders box ([tenders@ukbiocentre.com](mailto:tenders@ukbiocentre.com)) as soon as possible to register your request for a site visit.

UKBB will incorporate a standstill period at the point the decision in relation to the award of the contracts is notified to bidders. The standstill period, which will be a minimum of ten (10) calendar days, provides time for unsuccessful bidders to lodge an appeal in regards to the award decisions, before the contracts are entered into

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at [https://www.mytenders.co.uk/Search/Search\\_Switch.aspx?ID=223787](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=223787).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [https://www.mytenders.co.uk/sitehelp/help\\_guides.aspx](https://www.mytenders.co.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:223787)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>