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Award

Data centre hosting, networking, support and maintenance

Financial Ombudsman Service

F15: Voluntary ex ante transparency notice

Notice identifier: 2022/S 000-021432

Procurement identifier (OCID): ocds-h6vhtk-0358fd

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Section I: Contracting authority/entity

I.1) Name and addresses

Financial Ombudsman Service

Exchange Tower, Harbour Exchange Square,

London

E14 9SR

Email

chris.jones@financial-ombudsman.org.uk

Telephone

+44 8000234567

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.financial-ombudsman.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Data centre hosting, networking, support and maintenance

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Financial Ombudsman Service Limited is extending it's contractual arrangements with Capita Secure Information Solutions Limited. The extension will be for a term of six months. The arrangements relate to the hosting of data centre facilities. Specifically, provision, maintenance and operation of Data Centre systems; Data Centre LAN services; Data Centre Inter-connectivity and the provision of Data Centre facilities at two separate locations until the datacentre is decommissioned later this year.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £360,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32400000 - Networks
- 72222300 - Information technology services
- 72514000 - Computer facilities management services
- 72514100 - Facilities management services involving computer operation
- 72514300 - Facilities management services for computer systems maintenance

- 72700000 - Computer network services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Supplier will provide the following services to the Customer in order to fulfil the requirements for the hosting of the Customer's Data at two remote data centre facilities.

Implementation and associated support of network links between two of the Supplier's Tier 3 Data Centre facilities;

2 x 10GB active-active links

2 x 8GB active-active Fibre Channel links

Supply and set-up of 13 contiguous racks at the Supplier's primary IL3 Data Centre

Supply and set-up of 11 contiguous racks at the Supplier's secondary IL3 Data Centre

A power draw capacity of 4Kw per rack at each Data Centre

Provision of structured cabling between Network Termination Equipment and Customer cabinet.

Service Delivery

The Supplier will provide the following services to the Customer in order to fulfil the service delivery requirements for the hosting of the Customer's Data.

An Intelligent Hands call-off service procured by the Customer through the contract order form process in periods of 15 minutes. The scope of which may include;

- Undertaking the identification of faults on hardware up to operating system level
- Observing and reporting equipment condition, functionality and indicator light status
- Re-boots and power-cycling of equipment or soft reboot
- Installing/maintaining patch/crossover cables as required

- Re-connecting and changing of plug-in cards and hard drives
- Physical cable and connection checking and securing if required
- Organising and maintaining cable labelling and visually verifying connectivity
- Entering specific commands on servers and devices
- Handling media insert and swapping of tapes or DVDs
- Escorting non-whitelist Customer staff and contractors

The provision of a secure space within the Supplier's Data Centres accessible to build and support teams for use during the installation phase and for any routine maintenance.

The provision of Client rooms within the Supplier's primary and secondary Data Centres equipped with power, desk-space and Internet connectivity available for visiting Customer staff and contractors.

The provision of a 24/7/365 Service Desk contactable by telephone and email.

The provision of a designated Service Delivery Manager responsible for the management and reporting of service levels and change requests through service review meetings scheduled at a frequency agreed between the Customer and the Supplier.

The provision of regular Service Level reports produced at a frequency agreed between the Customer and the Supplier. The content of which to be agreed between the Customer and the Supplier's Service Delivery Manager following service commencement.

The provision of secure 'white-list' access arrangements for pre-arranged and short notice visits by Customer staff and contractors to enable unescorted access to the Supplier's primary and secondary Data Centres.

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The Financial Ombudsman Service runs two replicated, remote data centres located in the UK that run most of our day-to-day business systems. The racks that house our equipment are provided by Capita Secure Information Solutions. The links connecting the data centres and our client sites are also provided by Capita.

We're awarding a contract to provide data centre hosting, support and maintenance services to our current supplier, Capita Secure Information Solutions Limited, without prior publication in the Official Journal of the European Union because:

1. There is significant risk to our IT systems and business operations from decommissioning and moving our data centres from their current locations.
2. The whole life cost of changing suppliers is higher than that of extending our contract with the incumbent supplier, making it unrealistic for an alternative supplier to offer a more competitive proposal than our incumbent. We need a comparatively short term contract while we complete our cloud migration which has been delayed due to a number of external factors.

The risks we've assessed are as follows:

- We'll have no fail-over while equipment is being moved to a new data centre. A physical move would take a minimum of one week, with data re-synchronisation taking at least another two weeks. During this time a failure in the single active data centre could mean a complete loss of our IT systems until the issue is fixed.
- Moving the equipment may cause hardware failure which could lead to data corruption or at least reduced resiliency of the systems, meaning an extended period of risk with a single data centre running and delays completing the move overall.

The whole life cost of moving will be higher because:

- We'll pay to decommission, move and recommission our IT equipment at new data centre facilities.
- We'll pay to provision new network and Internet connections at new data centre facilities.
- The internal resources that are involved in our cloud migration project are those that will be required to deliver a data centre move. As such, we'll need to invest in additional resources to support one or both of these projects.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

20 June 2022

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Capita Secure Information Solutions Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £360,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Short description of the part of the contract to be subcontracted

The network links connecting the data centres and clients sites will be subcontracted

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Financial Ombudsman Service Limited

Exchange Tower

London

E14 9SR

Country

United Kingdom