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Planning

## **National DDS Service Support Contract**

National Highways

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-021516

Procurement identifier (OCID): ocids-h6vhtk-035936

Published 5 August 2022, 10:18am

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

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

National Highways

Temple Quay House

Bristol

BS1 6HA

#### **Email**

[Lee.Bryant@nationalhighways.co.uk](mailto:Lee.Bryant@nationalhighways.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://nationalhighways.co.uk/>

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

National or federal Agency/Office

### **I.5) Main activity**

General public services

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## **Section II: Object**

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

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

National DDS Service Support Contract

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

- 72222300 - Information technology services

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

Services

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

The driver for procurement is to:

Complete the award of a new National Dynamic Display (DDS) Screen Service Support contract to provide ongoing hardware, configuration and software support and other services to 10 x DDS located at each of the ROCs, NTIS and other Regional operational sites. The new contract will replace the current contract (ending July 23), allowing four months' overlap by starting April 23 for an initial three-year period, with options to extend this new contract by an additional 3 x 1-year extensions, subject to National Highways approval and supplier performance.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,200,000

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

This contract is divided into lots: No

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

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

- 30231300 - Display screens
- 50312600 - Maintenance and repair of information technology equipment
- 72267100 - Maintenance of information technology software

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

NUTS codes

- UK - United Kingdom

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

National Highways is looking for one or more Suppliers to deliver the following aims:

To provide ongoing hardware, configuration and software support and other services to 10 x DDS located at each of the ROCs, NTIS and other Regional operational sites. From a high-level point of view, this covers:

- 2nd and 3rd line support and maintenance of the DDS hardware, software and firmware of the DDS for each of the sites. The Supplier shall maintain the DDS systems, following in-dustry best practice such as ITIL.
- The Supplier shall carry out preventative maintenance of the DDS system in accordance with the Original Equipment Manufacturer (OEM) recommended equipment maintenance regime.
- The Supplier's reactive maintenance regime shall ensure that it meets National Highways SLA based on the following, using engineering remote access wherever possible aligning with ITIL best practice.
  - o Critical faults responded to in 4hrs, cleared in 12 hrs.
  - o Major faults responded to in 8hrs, cleared in 24 hrs.
- As well as undertaking the activities which are defined above, the supplier will be required to undertake additional activities at the request of National Highways such as Configura-tion Fresh, Security and software updates.

### **WHAT WE ARE LOOKING FOR**

National Highways (NH) operates a contract to service support the current DDS. This current contract comes to an end in July 23. National Highways is looking to replace this contract through a tendering process to find a suitable replacement contract to provide ongoing support as described in the above. There will be a four month overlap period to ensure a robust handover take place between the existing contract and the new contract.

The DDS are located at the following sites:

- SW – Aztec West Bristol

- WM Quinton Birmingham
- NTIC Quinton Birmingham
- NW Newton Le Willows near Manchester
- NE Wakefield
- NE Wakefield test Environment
- EM Nottingham Business park
- E South Mimms
- SE Foster Down Godstone
- Satellite Operational located at Penrith

#### **II.2.14) Additional information**

National Highways is looking to understand what the supply chain thinks of the above requirement in terms of whether this procurement is of interest as well as finding out if there is capability and capacity to deliver. This information is an important early step in terms of shaping the future requirement.

#### **II.3) Estimated date of publication of contract notice**

10 October 2022

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## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

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

This information is an important early step in terms of shaping the future requirement. Therefore, in order to assist, please can suppliers answer the following questions via reply:

1- Is this an opportunity you would be interested in?

2 - if yes, can you briefly demonstrate (via response) that you have the capacity and capability to deliver the requirement?

Note this feedback is important to us and at this early stage will allow us to shape the requirement further prior to any official approach to market. Your responses will be kept confidential and not shared with any other supplier.