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Contract

Service Desk (SD) and End User Compute (EUC) Services

Financial Conduct Authority

F03: Contract award notice

Notice identifier: 2024/S 000-021763

Procurement identifier (OCID): ocds-h6vhtk-035a3f

Published 16 July 2024, 10:59am

Section I: Contracting authority

I.1) Name and addresses

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

Contact

FCA Procurement

Email

fcaprocurement@fca.org.uk

Telephone

+44 8001116768

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.fca.org.uk>

Buyer's address

<https://www.fca.org.uk>

I.4) Type of the contracting authority

Other type

Financial Regulator

I.5) Main activity

Other activity

Financial Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Desk (SD) and End User Compute (EUC) Services

Reference number

CON-21-101

II.1.2) Main CPV code

- 72510000 - Computer-related management services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of a Service Desk, delivering all major ITIL functions and a managed End User Compute Service for five (5) years and two (2) one-year extensions (5+1+1). The award value is an indicative total contract value that takes into account the potential value of extensions, should the authority wish to invoke them.

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: £69,438,233.75

II.2) Description

II.2.2) Additional CPV code(s)

- 72510000 - Computer-related management services
- 72211000 - Programming services of systems and user software
- 30210000 - Data-processing machines (hardware)
- 30211300 - Computer platforms

- 48781000 - System management software package
- 30237280 - Power supply accessories
- 72510000 - Computer-related management services
- 30213100 - Portable computers
- 30213200 - Tablet computer
- 30213300 - Desktop computer
- 30231000 - Computer screens and consoles
- 30231300 - Display screens
- 30211400 - Computer configurations
- 30213000 - Personal computers
- 30214000 - Workstations
- 30237270 - Portable computer carrying cases
- 48730000 - Security software package
- 48731000 - File security software package
- 48732000 - Data security software package
- 48761000 - Anti-virus software package
- 48783000 - Content management software package
- 50312600 - Maintenance and repair of information technology equipment
- 50312300 - Maintenance and repair of data network equipment
- 72210000 - Programming services of packaged software products
- 72212000 - Programming services of application software
- 72226000 - System software acceptance testing consultancy services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72310000 - Data-processing services
- 72511000 - Network management software services

- 72512000 - Document management services
- 72810000 - Computer audit services
- 72820000 - Computer testing services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Provision of a Service Desk, delivering all major ITIL functions and a managed End User Compute Service for five (5) years and two (2) one-year extensions (5+1+1). The award value is an indicative total contract value that takes into account the potential value of extensions, should the authority wish to invoke them.

II.2.5) Award criteria

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Provision of a Service Desk, delivering all major ITIL functions and a managed End User Compute Service for five (5) years and two (2) one-year extensions (5+1+1).

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

Restricted 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-007147](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 October 2023

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

EntServ UK Ltd Part of DXC Technology

Hampshire

Country

United Kingdom

NUTS code

- UKJ36 - Central Hampshire

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £69,438,233.75

Total value of the contract/lot: £69,438,233.75

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London WC2A 2LL

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

FCA

12 Endeavour Square

London

E20 1JN

Email

fcaprocurement@fca.org.uk

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United Kingdom

Internet address

www.fca.org.uk