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Planning

FCA Service Desk and End User Compute (EUC) Services

Financial Conduct Authority

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-021875

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

Published 9 August 2022, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

Contact

Abdul Qyyum Choudhury

Email

fcaprocurement@fca.org.uk

Telephone

+44 3005000597

Country

United Kingdom

Region code

UKI - London

National registration number

01920623

Internet address(es)

Main address

www.fca.org.uk

Buyer's address

<https://fca.delta-esourcing.com/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://fca.delta-esourcing.com/>

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

FCA Service Desk 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

The Financial Conduct Authority is undergoing a digital transformation journey to implement a more focused, responsive and customer centric SD (Service Desk) and EUC solution, with the aim to transform and migrate services to the cloud where possible.

With the ongoing transformation, the Financial Conduct Authority are looking for a Strategic Partner to support its vision and provide a high quality and efficient SD and EUC services for the next five (5) years with the option for two (2) separate one (1) year extensions (5+1+1).

The solution will support ~4500 end users across 1 site in the UK. The end user device estate currently consists of ~5600 laptops, 100 desktops, and ~460 mobile/tablet devices and this is subject to change during the contract term.

The Financial Conduct Authority intends to hold a virtual supplier information event in September for this opportunity. Further information about the event can be found in section II.2.14 of this PIN (Prior Information Notice). To register your interest and monitor this opportunity please contact fcaprocurement@fca.org.uk stating your name and organisation name would like to attend with email addresses to send supplier information event invite.

II.1.5) Estimated total value

Value excluding VAT: £105,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 30210000 - Data-processing machines (hardware)
- 30211000 - Mainframe computer
- 30211300 - Computer platforms
- 30213100 - Portable computers
- 30213200 - Tablet computer
- 30213300 - Desktop computer
- 30213400 - Central processing units for personal computers
- 30231000 - Computer screens and consoles
- 30231100 - Computer terminals
- 30231200 - Consoles
- 30231300 - Display screens
- 30232100 - Printers and plotters
- 30211400 - Computer configurations
- 30213000 - Personal computers
- 30214000 - Workstations
- 30237270 - Portable computer carrying cases
- 30237280 - Power supply accessories
- 48730000 - Security software package
- 48731000 - File security software package
- 48732000 - Data security software package

- 48761000 - Anti-virus software package
- 48781000 - System management software package
- 48782000 - Storage management software package
- 48783000 - Content management software package
- 50312610 - Maintenance of information technology equipment
- 50312620 - Repair of information technology equipment
- 50312600 - Maintenance and repair of information technology equipment
- 50312300 - Maintenance and repair of data network equipment
- 50312310 - Maintenance of data network equipment
- 50312320 - Repair of data network equipment
- 72210000 - Programming services of packaged software products
- 72211000 - Programming services of systems and user software
- 72212000 - Programming services of application software
- 72225000 - System quality assurance assessment and review services
- 72226000 - System software acceptance testing consultancy services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72310000 - Data-processing services
- 72510000 - Computer-related management services
- 72511000 - Network management software services
- 72512000 - Document management services
- 72513000 - Office automation services
- 72800000 - Computer audit and testing services
- 72810000 - Computer audit services
- 72820000 - Computer testing services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UK - United Kingdom

Main site or place of performance

LONDON,UNITED KINGDOM

II.2.4) Description of the procurement

The FCA intends to procure Service Desk and End User Compute services. The intended scope is defined below and is subject to change. The full scope of services will be clarified in the procurement documents issued along with the contract notice.

1) Service desk scope

Service Desk: available 24 x 7 based in European Economic Community (EEC) region. Bulk of calls expected UK weekdays between core hours of 07:00 – 19:00.

Implementation and ongoing delivery of multiple functions as outlined in the ITIL Framework, including but not limited to (Incident Management, Major Incident Management, Knowledge Management, Problem Management, Change Management, Request Fulfilment etc.)

Reporting

Infrastructure and cloud infrastructure support

2) End User Compute (EUC) Technology scope

Identity and Access Management, including JML (Joiners, Movers, and Leavers) processes.

Telephony services including application, tooling, VoIP, and mobile devices.

Audio Visual services including equipment for sharing and presenting with both sound and visual.

End User device management including provisioning of devices, configuration, decommissioning, destruction, build management and CMDB management

Virtual Desktop services

Remote Access Services

Local Area Network (LAN) and guest/corporate Wi-Fi services supporting cloud infrastructure.

File storage and data management

Email and collaboration service

Tech bar operating from the FCA office in Stratford

Executive and Accessibility Support team

II.2.14) Additional information

Total value of the procurement (excluding VAT) - estimated Value: £50m - £105m, subject to change. Variance based on level of change and contract options.

All dates are subject to change.

II.3) Estimated date of publication of contract notice

4 January 2023

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

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://fca.delta-esourcing.com/delta/viewNotice.html?noticeId=710378681>

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