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Tender

## **CPT\_24\_14 Salesforce Backup services**

National Audit Office

F02: Contract notice

Notice identifier: 2024/S 000-030958

Procurement identifier (OCID): ocids-h6vhtk-04a388

Published 27 September 2024, 12:05pm

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

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

National Audit Office

157-197 Buckingham Palace Road

London

SW1W9SP

#### **Email**

[nao.procurement@nao.org.uk](mailto:nao.procurement@nao.org.uk)

#### **Telephone**

+44 2077985343

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Information-technology-services./6666UBF5SJ>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://login.bipsolutions.com/casDelta/login?service=https://www.delta-esourcing.com/delta/j\\_spring\\_cas\\_security\\_check](https://login.bipsolutions.com/casDelta/login?service=https://www.delta-esourcing.com/delta/j_spring_cas_security_check)

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

CPT\_24\_14 Salesforce Backup services

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

- 72222300 - Information technology services

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

Services

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

The National Audit Office (NAO) is seeking to award a Salesforce Backup service contract to an experienced prime contractor who can provide a service which backs up and restores data and configuration of the NAO Salesforce services.

The implementation phase of the new contract will be expected to commence by early December 2024, with contract go live date anticipated to commence by Monday 27th January 2025 and running for an initial period of 3 years with 2, 12 months optional extensions.

The estimated value for this service will be £300,000 inclusive of VAT over the 5 years contract period.

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

Value excluding VAT: £250,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The selected supplier awarded the contract will be expected to provide to solution which backs up and restores data and configuration of the NAO Salesforce services.

The selected supplier shall be able to install and offer training and support for the software remotely.

The estimated value for this service will be £300,000 inclusive of VAT over the 5 years contract period.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £250,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Consideration of contract renewal shall be detailed within ITT Document, Suppliers are requested to refer to the published ITT document for further information.

#### **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

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

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/6666UBF5SJ>

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

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

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please refer to Invitation to Tender (ITT) documentation for further details.

Registering for access:

The system that NAO will use to electronically conduct this procurement exercise is Delta eSourcing system at

[https://login.bipsolutions.com/casDelta/login?service=https://www.delta-esourcing.com/delta/j\\_spring\\_cas\\_security\\_check](https://login.bipsolutions.com/casDelta/login?service=https://www.delta-esourcing.com/delta/j_spring_cas_security_check).

If organisations are interested in this new contract opportunity, then register onto the system by clicking the " Register as a Supplier" link.

Once logged into the system, organisations will be able to locate this procurement by using the Access Code number 6666UBF5SJ.

Then select "Register Interest" to be able to access the documentation for this procurement and subsequently submit your response.

For assistance, please contact the Delta Help Desk on 0800 923 9236.

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

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Please refer to Invitation to Tender (ITT) documentation for further details.

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## **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: No

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

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

Date

31 October 2024

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**

Duration in months: 3 (from the date stated for receipt of tender)

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

Date

1 November 2024

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

The NAO would like to invite interested suppliers to attend a Virtual Q&A session taking place on Wednesday 9th October 2024 from 10:30 until 11:30.

The purpose of the event is to offer attendees the opportunity to hear about the requirement and procurement process for the Salesforce Backup service.

If organisations are interested in attending the Virtual Market Engagement event, then send expressions of interest via email to [nao.procurement@nao.org.uk](mailto:nao.procurement@nao.org.uk) by 12 noon on Tuesday 8th October 2024.

The email will need to include your name, position, organisation and contact details alongside the names and positions of other colleagues wishing to attend. Further details will be made available nearer the time of the event.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Information-technology-services./6666UBF5SJ>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/6666UBF5SJ>

GO Reference: GO-2024927-PRO-27845973

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

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

National Audit Office

157-197 Buckingham Palace Road



Victoria

SW1W 9SP

Telephone

+44 2077987372

Country

United Kingdom