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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): ocds-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

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

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

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-sourcing.com/respond/6666UBF5SJ>

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.

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.

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

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 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:

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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