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Tender

Adullam Homes - Managed Service Provider

Adullam Homes Housing Association Limited

F02: Contract notice

Notice identifier: 2024/S 000-032107

Procurement identifier (OCID): ocids-h6vhtk-04a674

Published 7 October 2024, 3:48pm

Section I: Contracting authority

I.1) Name and addresses

Adullam Homes Housing Association Limited

Rowans Court, 192 Herbert Road, Small Heath

Birmingham

B10 0PR

Contact

Patricia Conway

Email

pconway@pfh.co.uk

Country

United Kingdom

NUTS code

UKG3 - West Midlands

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/procurementforhousing>

I.3) Communication

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

<https://in-tendhost.co.uk/procurementforhousing>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/procurementforhousing>

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

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Adullam Homes - Managed Service Provider

Reference number

PfHCon/00000743

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Adullam Homes wish to appoint a competent and experienced service provider to provide managed services for the organisation. The proposed contract is expected to span an initial term of five years, with the option to extend for an additional year, subject to Adullam Home's discretion. The estimated value of the contract per annum is c. 500,000 GBP to 665,000 GBP (exc VAT), reflecting the strategic importance and scope of the services required. Adullam Homes will utilise bespoke contracts terms and conditions, which are included within the tender documentation pack

II.1.5) Estimated total value

Value excluding VAT: £3,990,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 72267100 - Maintenance of information technology software

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

II.2.4) Description of the procurement

Adullam Homes seeks to engage a highly qualified service provider to deliver a comprehensive suite of managed services, specifically tailored to meet the organisation's evolving IT needs. The services required include:- Infrastructure as a Service (IaaS)- Backup as a Service (BaaS)- Disaster Recovery as a Service (DRaaS)- Microsoft Azure Virtual Desktop (AVD) Onboarding- Service Desk- Migration Services- Data Migration and Intranet Development- Microsoft Intune and Autopilot Enablement- Collaborative migration of third-party applications- User Access Auditing and Monitoring- Security Enhancement and IT Collaboration Our minimum expectations include, but are not limited, to the following:- IaaS – Infrastructure as a Service - cloud managed services Bidders should refer to the tender documentation for further details related to the requirements of Adullam Homes.

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: £3,990,000

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

The proposed contract is expected to span an initial term of five years, with the option to extend for an additional year, subject to Adullam Home's discretion.

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

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

As detailed in the procurement documentation.

III.1.2) Economic and financial standing

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

As detailed in the procurement documentation.

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: Yes

IV.2) Administrative information

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

Date

8 November 2024

Local time

4:00pm

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

8 November 2024

Local time

4:15pm

Place

Electronic procurement.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Five to six years

VI.3) Additional information

Adullam Homes is a Community Benefit Society, an Association created to support vulnerable individuals and households. Adullam Homes provide quality housing, deliver tailored support plans, training, education, and employment opportunities to help people achieve stable lives and realise their full potential. About Us Our projects deliver supported housing, emergency accommodation, floating support, and advice. Our customers include asylum seekers, ex-offenders, expectant and new mums, people with mental health issues, recovering addicts, survivors of domestic abuse, those homeless or at risk of becoming homelessness, and young people leaving care. We also partner with landlords in the private rented sector. Our excellent reputation has been earned through achieving successful outcomes. Our Strengths- We take an asset-based approach that focuses on individual and community strengths- We work well in partnerships- We have an exceptional history of implementing new services- We have good existing service models and embedded coproduction- As a Registered Provider, we can deliver affordable housing and have assets to do so- We are an Investors in People (Silver) organisation- We run our business to maximise our positive impact on the environment Adullam Homes works to restore hope and dignity through quality housing and support.

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Adullam Homes will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Public Contracts Regulations 2015 (SI 2015 No 102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales, and Northern Ireland).