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Tender

## **IT Support Services**

Ferguson Marine (Port Glasgow) Ltd

F02: Contract notice

Notice identifier: 2022/S 000-032353

Procurement identifier (OCID): ocids-h6vhtk-03848b

Published 15 November 2022, 12:15pm

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

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

Ferguson Marine (Port Glasgow) Ltd

Newark Works Castle Road, Castle Road

Port Glasgow

PA14 5NG

#### **Email**

[ruairidh.macleod@fergusonmarine.com](mailto:ruairidh.macleod@fergusonmarine.com)

#### **Telephone**

+44 1475742300

#### **Country**

United Kingdom

#### **NUTS code**

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

**Internet address(es)**

Main address

<http://www.fergusonmarine.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30427](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30427)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk/>

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

Other type

Shipbuilding

**I.5) Main activity**

Other activity

Shipbuilding

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## **Section II: Object**

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

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

IT Support Services

Reference number

FMPG-2022-017

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

- 72222300 - Information technology services

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

Services

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

Ferguson Marine is seeking proposals from qualified and experienced Information Technology Service Support Delivery organisation. Their goal will be to deliver proactive, progress and cost-effective service of Information Technology Support Services, to Ferguson Marine, the employees and all other users of Information Technology service in the execution of Ferguson Marine's operational business.

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

Value excluding VAT: £200,000

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 72223000 - Information technology requirements review services
- 72267100 - Maintenance of information technology software

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

Ferguson Marine is seeking proposals from qualified and experienced Information Technology Service Support Delivery organisation. Their goal will be to deliver proactive, progress and cost-effective service of Information Technology Support Services, to Ferguson Marine, the employees and all other users of Information Technology service in the execution of Ferguson Marine's operational business.

##### Summary of Requirements

The awarded vendor will:

- Be responsible for the proactive, progressive support and maintenance of Ferguson Marine's IT infrastructure & services (see section 9 for details)
- Support Ferguson Marine's Information Technology users (within the scope of the agreement) in their day-to-day use of Information Technology
- Aid Ferguson Marine in achieving a progressive, productive use of Microsoft Office 365 functionality and integrated services
- Be an integral part of maintaining and testing the company's business continuity readiness, including:
  - Support automated connectivity failover options
  - A comprehensive tested backup and restoration plan

and implementation of the necessary services and

infrastructure to facilitate this plan

- Design out single points of failure
- Proactive and progressive maintenance of Ferguson

Marine's SAM and HAM (Software and Hardware Asset

Management) database

- Work with both Ferguson Marine and their incumbent Business Partner(s) or new partners, to implement Ferguson Marine Information Technology business applications and services
- Proactively and comprehensively liaise with the Senior IT Manager

There is no requirement for a fully managed Information Technology service

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

1 year + 1 year

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

#### **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

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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

Ferguson Marine expect that the personnel assigned to Ferguson Marine IT support would be ITIL accredited. The expected level of ITIL certification is 25% practitioner and 75% foundation.

Given the importance and dependency Ferguson Marine has on Office 365, Ferguson Marine expectation is that your organisation has a range of competence certification issued by Microsoft. You are requested to provide your overall business Microsoft accreditation and for the employees who will be assigned to the Ferguson Marine contract their level of individual accreditation.

Cyber Security accreditation's

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

Selection criteria as stated in the procurement documents

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

#### **III.2.1) Information about a particular profession**

Execution of the service is reserved to a particular profession

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

Date

15 December 2022

Local time

10:00am

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

16 December 2022

#### **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**

Tender must be valid until: 31 March 2023

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=713579](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=713579).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:713579)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=713579](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=713579)

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

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

Greenock Sheffif Court

Greenock

Country

United Kingdom