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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): ocds-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

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

 $\frac{https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA3042}{7}$

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

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

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

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

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 <a href="https://www.publiccontractsscotland.gov.uk/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search/Search

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.

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

VI.4) Procedures for review

VI.4.1) Review body

Greenock Sheffif Court

Greenock

Country

United Kingdom