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Contract

Managed IT Hosting and Support Service

EastendHomes Limited

F03: Contract award notice

Notice identifier: 2022/S 000-032959

Procurement identifier (OCID): ocids-h6vhtk-0337e8

Published 21 November 2022, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

EastendHomes Limited

3 Resolution Plaza, Spitalfields

London

E1 6PS

Contact

Nathan Liptrot

Email

nathan@clarityprocurement.co.uk

Telephone

+44 1942725438

Country

United Kingdom

Region code

UKI - London

National registration number

United Kingdom

Internet address(es)

Main address

<https://www.eastendhomes.net/>

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

Managed IT Hosting and Support Service

Reference number

EH/IT/2022

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The procurement of a new Managed IT Hosting and Support Service for EastendHomes.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,656,522

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services
- 30211300 - Computer platforms
- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

EastendHomes currently has an IT Managed Service contract which expires in November 2022. This is a fully outsourced and EastendHomes has no operational IT Personnel on its payroll.

The Supplier shall take over the hosting and support of all existing assets as appropriate to the proposed solution and either host these in the supplier's data centres(s) and/or move to public and/or private cloud services.

The Managed Service shall include a service desk to be provided at the supplier's offices providing all first, second, third line and support up to two (2) days per month of on-site assistance.

The Managed Service shall include:

- All compute and storage requirements
- All wide area network services
- All local area network services and equipment (LAN and WLAN)
- 24x365 Proactive monitoring of all core IT services
- Backup and restore
- Disaster recovery
- Break/fix support for all infrastructure and associated components
- Support for core infrastructure operating systems, including hypervisors as required
- Security and version patching
- Break/fix support for all end-user devices and associated components
- Support for end-user device operating systems, including virtual desktops as required
- Support for desktop applications, including Microsoft Office 365
- Provisioning new end-user devices
- Configuration of mobile phones and similar
- Security management of all core infrastructure and all user end-user devices
- Assistance to promote security best practice throughout EastendHomes
- Full inventory management service for all IT assets
- Procurement support
- Implementation and configuration support
- Technical architecture and design
- Developing appropriate refresh cycles for all equipment

- Capacity management
- Advice regarding new technologies which may be appropriate for EastendHomes
- Risk management with respect to IT equipment and services

The Contract with the successful Bidder shall last for an initial period of four (4) years, with an option to extend at EastendHomes sole discretion for a further three (3) periods of one (1) year each, giving a total potential term of up to seven (7) years.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The Contract with the successful Bidder shall last for an initial period of four (4) years, with an option to extend at EastendHomes sole discretion for a further three (3) periods of one (1) year each, giving a total potential term of up to seven (7) years.

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/3DAUV375T9>

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-012618](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 October 2022

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Wanstor Limited

124 Borough High Street

London

SE11LB

Country

United Kingdom

NUTS code

- UKI - London

National registration number

04524830

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,656,522

Total value of the contract/lot: £1,656,522

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=737999016>

GO Reference: GO-20221121-PRO-21503947

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

EastendHomes will enter into the contract following a minimum 10 calendar day standstill period, starting on the day after the notification of the result. The Public Contracts Regulations 2015 (SI 2015/102) (as amended) (the Regulations) provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the Regulations to bring proceedings in the High Court. Any such proceedings must be brought within the limitation period specified by the Regulations according to the remedy sought.

VI.4.4) Service from which information about the review procedure may be obtained

The Cabinet Office

London

Country

United Kingdom