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Contract

Security Operation Centre

Financial Services Compensation Scheme

F03: Contract award notice

Notice identifier: 2023/S 000-033250

Procurement identifier (OCID): ocids-h6vhtk-03a2fd

Published 10 November 2023, 10:05am

Section I: Contracting authority

I.1) Name and addresses

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

Email

Procurement@fscs.org.uk

Telephone

+44 2073758194

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Security Operation Centre

Reference number

FSCS442

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

A Managed Security Operation Centre with SIEM capability covering 24 hours, 7 days a week operation monitoring FSCS services to meet the Service Levels provided in the ITT

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: £2,209,938

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

i)A Managed Security Operation Centre with SIEM capability covering 24 hours, 7 days a week operation monitoring FSCS services to meet the Service Levels provided in the ITT
ii)Ingest logs from FSCS IT services and provide monitoring, detection, and response
iii)To consume logs in a range of formats and from multiple sources on premise and in the azure cloud, iv)To apply threat intelligence analysis to the technologies and services that comprise of the FSCS IT estate. v)Hosts and services located in cloud and on-premises environments shall be scanned and vulnerabilities highlighted. vi)To include regular real-time and summary reporting, and dashboards vii)To implement, configure and provide on-boarding support and assistance to FSCS in respect of the Services viii)To provide on-going account management and service management ix)To develop and tune the service to reduce false positives x)To work with FSCS to enhance the Services in line with changes to best practice

II.2.5) Award criteria

Quality criterion - Name: Log Ingestion / Weighting: 7

Quality criterion - Name: Monitoring / Weighting: 10.5

Quality criterion - Name: Detection / Weighting: 10.5

Quality criterion - Name: Responding / Weighting: 10.5

Quality criterion - Name: Threat Intelligence / Weighting: 7

Quality criterion - Name: Vulnerability Scanning / Weighting: 7

Quality criterion - Name: Account Management / Weighting: 7

Quality criterion - Name: Implementation / Weighting: 10.5

Cost criterion - Name: Price / Weighting: 25

Cost criterion - Name: Liability and Indemnity Cap / Weighting: 3

Cost criterion - Name: Heads of Liability / Weighting: 2

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 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-003512](#)

Section V. Award of contract

Contract No

FSCS442

Title

Security Operation Centre

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 October 2023

V.2.2) Information about tenders

Number of tenders received: 12

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

V.2.3) Name and address of the contractor

Bridewell Consulting Limited

40 Caversham Road

Reading

RG1 7EB

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

011101195

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: £2,209,938

Total value of the contract/lot: £2,209,938

Section VI. Complementary information

VI.3) Additional information

This is an initial 3 year contract expiring on 15th October 2026. This includes the option to extend twice, each for a period of up-to 24 months. Therefore this is a 3 + 2 + 2

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<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=822073152>

GO Reference: GO-2023119-PRO-24381501

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

The Strand

London

Country

United Kingdom