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Planning

Defra - Future End User Services Procurement

Defra Network eTendering Portal

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-033965

Procurement identifier (OCID): ocds-h6vhtk-041a83

Published 16 November 2023, 3:07pm

Section I: Contracting authority

I.1) Name and addresses

Defra Network eTendering Portal

17 Nobel House

London

SW1P 3JR

Contact

Claire Jameson

Email

claire.jameson@defra.gov.uk

Telephone

+44 7425735603

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Buyer's address

<https://defra-family.force.com/s/Welcome>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Defra - Future End User Services Procurement

II.1.2) Main CPV code

- 72510000 - Computer-related management services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a follow up Prior Information Notice (PIN) for the Future End User Services Procurement Project (FEUSPP), which is for the provision of the enhanced continuation of Defra's End User Services and Service Desk Services. In a change to this procurement project Managed Print Services will be retained as a separate contract and re-procured separately

II.1.5) Estimated total value

Value excluding VAT: £132,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Nationwide

II.2.4) Description of the procurement

This is a Prior Information Notice (PIN) for the Future End User Services Procurement Project (FEUSPP), which is for the provision of the enhanced continuation of Defra's End User Services and Service Desk Services. In a change to this procurement project Managed Print Services (MPS) will be retained as a separate contract and re-procured separately.

The Invitation to Tender (ITT) for FEUSPP is expected to be via Crown Commercial Services (CCS) Technology Services 3 Framework (Lots 3a, 3b and 3c) to be published in January/February 2024.

The Defra e-sourcing platform Atamis will be used for this procurement. If potential Bidders have not registered for Atamis please do so using the following link:

[#### **II.2.14\) Additional information**](https://defra-family.force.com/s>Welcome</p></div><div data-bbox=)

Defra released an initial RFI (Request for Information) to interested suppliers on 9th May 2023. A second RFI will be issued shortly to potential Bidders via Technology Services 3 shortly. This second RFI will be issued via the CCS e-sourcing portal and will use Clinked as a Data Room for the Defra-wide documentation referred to in the RFI that interested Bidders need to view. Bidders can only access Clinked via invite, so if you are an interested Bidder on all TS3 Lots 3a, 3b and 3c, then please contact the below email address with your organisation's representative email

address: Claire.Jameson@Defra.gov.uk

The FEUSPP supplier shall provide, support, and manage Defra's end user services and related services:

- Device Management Services – provision, deployment, operation, support, and disposal throughout the device life cycle
- Assistive Technology 'As a Service' including deployment, operation, support and disposal of AT hardware and software,
- Enterprise workplace services - encompass the technologies and support services that enable productivity by deploying and maintaining hardware devices, as well as managing the software applications and tools required for employees to carry out their work effectively and efficiently in a digital and connected workplace environment.
- M365 – deployment and operation of Microsoft end user Apps including Teams.
- Service desk and its related service management services including Incident Management and Incident Resolution.

II.3) Estimated date of publication of contract notice

30 November 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No