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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): ocids-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](mailto: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

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**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:

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

## **II.2.14) Additional information**

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](mailto: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

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## **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