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Not applicable

FCA Service Desk and End User Compute (EUC) Services

Financial Conduct Authority

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-036287

Procurement identifier (OCID): ocds-h6vhtk-035a3f

Published 21 December 2022, 7:05pm

Section I: Contracting authority/entity

I.1) Name and addresses

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

Contact

Abdul Qyyum Choudhury

Email

fcaprocurement@fca.org.uk

Telephone

+44 3005000597

Country

United Kingdom

Region code

UKI - London

National registration number

01920623

Internet address(es)

Main address

www.fca.org.uk

Buyer's address

<https://fca.delta-esourcing.com/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

FCA Service Desk and End User Compute (EUC) Services

Reference number

CON-21-101

II.1.2) Main CPV code

- 72510000 - Computer-related management services

II.1.3) Type of contract

Services

II.1.4) Short description

The Financial Conduct Authority is undergoing a digital transformation journey to implement a more focused, responsive and customer centric SD (Service Desk) and EUC solution, with the aim to transform and migrate services to the cloud where possible. With the ongoing transformation, the Financial Conduct Authority are looking for a Strategic Partner to support its vision and provide a high quality and efficient SD and EUC services for the next five (5) years with the option for two (2) separate one (1) year extensions (5+1+1). The solution will support ~4500 end users across 1 site in the UK. The end user device estate currently consists of ~5600 laptops, 100 desktops, and ~460 mobile/tablet devices and this is subject to change during the contract term. The Financial Conduct Authority intends to hold a virtual supplier information event in September for this opportunity. Further information about the event can be found in section II.2.14 of this PIN (Prior Information Notice). To re

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2022/S 000-021875](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

II.1.4

Instead of

Text

The Financial Conduct Authority is undergoing a digital transformation journey to implement a more focused, responsive and customer centric SD (Service Desk) and EUC solution, with the aim to transform and migrate services to the cloud where possible. With the ongoing transformation, the Financial Conduct Authority are looking for a Strategic Partner to support its vision and provide a high quality and efficient SD and EUC services for the next five (5) years with the option for two (2) separate one (1) year extensions (5+1+1). The solution will support ~4500 end users across 1 site in the UK. The end user device estate currently consists of ~5600 laptops, 100 desktops, and ~460 mobile/tablet devices and this is subject to change during the contract term. The Financial Conduct Authority intends to hold a virtual supplier information event in September for this opportunity. Further information about the event can be found in section II.2.14 of this PIN (Prior Information Notice). To re

Read

Text

The Financial Conduct Authority (FCA) is undergoing a digital transformation journey to implement a more focused, responsive and customer centric Service Desk and EUC solution, with the aim to transform and migrate services to the cloud. The FCA are looking for a Strategic Partner to support its vision and provide high-quality services for the next five years with the option for two one-year extensions (5+1+1). The FCA initially held a supplier day in September 2022 as part of market engagement. The FCA now wishes to continue these market engagement activities either virtually or in person in order to get further feedback on the procurement exercise before the contract notice is published. To register your interest please contact fcaprocurement@fca.org.uk stating your name, organisation and the email addresses of any contacts from your organisation to whom you would like us to share invitations for our supplier events.

VII.2) Other additional information

To view this notice, please click here:

<https://fca.delta-esourcing.com/delta/viewNotice.html?noticeId=746036529>

GO Reference: GO-20221221-PRO-21804460