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Tender

Infrastructure support contract - Phoenix Community Housing

Phoenix Community Housing

F02: Contract notice

Notice identifier: 2024/S 000-037911

Procurement identifier (OCID): ocids-h6vhtk-04be37

Published 22 November 2024, 4:55pm

Section I: Contracting authority

I.1) Name and addresses

Phoenix Community Housing

The Green Man, 355 Bromley Road

London

SE6 2RP

Contact

Yasmine Draffin

Email

yasmine.draffin@phoenixch.org.uk

Telephone

+44 8000285700

Country

United Kingdom

NUTS code

UKI44 - Lewisham and Southwark

Internet address(es)

Main address

www.phoenixch.org.uk/

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA22607

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA22607

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA22607

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Infrastructure support contract - Phoenix Community Housing

Reference number

ISC/PCH/201124

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of VMware-based platform and infrastructure support services, or equivalent solutions

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI44 - Lewisham and Southwark

II.2.4) Description of the procurement

We have approximately 250 employees, comprising hybrid office/home based, or field-based-employees depending upon their role. We have one residential site and two smaller community sites which are linked to our Head Office by a hardware VPN. Staff working from home are able to access our cloud-based systems via their own internet connection, and legacy systems – which are published as Citrix applications – via a software VPN link to Head Office.

Our Head Office has an IP VPN internet circuit, with an equivalently sized backup circuit. Our systems are a mix of Server based applications, and cloud services. Full details are provided in the appendices.

We have a small support and infrastructure team based at our Head Office providing a full

range of hardware and software support to the business, supported by application vendors/resellers.

Phoenix's current infrastructure has been in place for several years. In 2021 we migrated our on-premise vmWare environment to VMware Cloud on Amazon Web Services. This is now due for renewal and this tender includes options around that renewal as well as other services. Full details are provided in the schedule and appendices.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

Please refer to Tender documentation for full details

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2) Time limit for receipt of tenders or requests to participate

Date

13 December 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

13 December 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=233290.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:233290)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>