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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): ocds-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](mailto: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/](http://www.phoenixch.org.uk/)

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA22607](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](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](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

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**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

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## **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

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## **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

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## **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](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](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](mailto: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>