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Tender

Service Desk Telephone Support - Shared Technology Services

London Borough of Brent

F02: Contract notice

Notice identifier: 2024/S 000-038010

Procurement identifier (OCID): ocds-h6vhtk-04be6e

Published 25 November 2024, 1:59pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Brent

Brent Civic Centre, Engineers Way

Wembley

HA9 0FJ

Contact

Mr Mike Ligorio

Email

Mike.Ligorio@brent.gov.uk

Telephone

+44 2089371748

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.brent.gov.uk/>

Buyer's address

<http://www.brent.gov.uk/>

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=d5820261-1da7-ef11-8132-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=d5820261-1da7-ef11-8132-005056b64545>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Desk Telephone Support - Shared Technology Services

Reference number

DN750540

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

On behalf of Shared Technology Services, London Borough of Brent is seeking tenders via an Open procedure for Service Desk Telephone Support on 24 x 7 x 365 basis.

It is mandatory for Shared Technology Services to have service desk telephone support on 24 x 7 x 365 basis. The anticipated delivery date will be 1st April 2025. The proposed contract term is 1 year, + 1 year extension.

The requirement is to provide a first-line telephone support service for the three council partners (London Borough of Brent, London Borough of Lewisham and London Borough of Southwark) and the LGA to run alongside the STS onsite, UAT and central service desk teams.

Shared Technology Services (STS) provides IT infrastructure management and support to three partner councils, namely the London Boroughs of Brent, Lewisham and Southwark. Additional supported services include networks, messaging and collaboration services, support for end-user devices such as laptops, tablets and mobile phones, as well as providing the service desk to resolve IT-related incidents and requests.

The three partner councils that provide governance over STS are Brent, Lewisham and Southwark, as set out in the Inter Authority Agreement (IAA). Brent is the lead council in the respect that it is the employer for all officers within STS and also carries out procurements and contracts on behalf of STS. The services provided by STS include the procurement and management of IT related services for each of the three councils. The

procurement is undertaken in accordance with the Procurement Protocols in the IAA.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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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

24

This contract is subject to renewal

No

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 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: No

IV.2) Administrative information

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

Date

30 December 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

30 December 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Brent

Brent Civic Centre, Engineers Way

Wembley

HA9 0FJ

Email

Mike.Ligorio@brent.gov.uk

Country

United Kingdom