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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](mailto: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

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## 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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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.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

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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: 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

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## **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](mailto:Mike.Ligorio@brent.gov.uk)

Country

United Kingdom