

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/039135-2024>

Tender

First Group Service Desk Managed Service Procurement Tender

FIRSTGROUP HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-039135

Procurement identifier (OCID): ocids-h6vhtk-04c256

Published 4 December 2024, 5:33pm

Section I: Contracting entity

I.1) Name and addresses

FIRSTGROUP HOLDINGS LIMITED

8th Floor, The Point

LONDON

W21AF

Contact

Ana Gair

Email

ana.gair@firstrail.com

Country

United Kingdom

Region code

UKI32 - Westminster

Companies House

05154485

Internet address(es)

Main address

www.firstgroupplc.com

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<http://redirect.transaxions.com/events/9KAoB>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

First Group Service Desk Managed Service Procurement Tender

II.1.2) Main CPV code

- 60000000 - Transport services (excl. Waste transport)

II.1.3) Type of contract

Services

II.1.4) Short description

The proposed solution seeks to integrate Service Desk services more closely with one Service Desk team who will be the single point of contact for FirstGroup staff, internal support groups and other suppliers. Our solution will also deploy a common IT Service management toolset across the Group, across existing third-party services and in house teams? and at the same time provide cost efficiencies that generate year-on-year cost savings.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The proposed solution seeks to integrate Service Desk services more closely with one Service Desk team who will be the single point of contact for FirstGroup staff, internal support groups and other suppliers. Our solution will also deploy a common IT Service management toolset across the Group, across existing third-party services and in house teams? and at the same time provide cost efficiencies that generate year-on-year cost savings.

The single Service Desk provider and team will own and manage all FirstGroup contacts, incidents, IT service requests and enquiries from initial identification, with the aim to restore user services as quickly as possible. This includes regular communication with FirstGroup staff and suppliers as necessary to ensure the speedy resolution of issues. The single Service Desk provider will own all incidents throughout their lifecycle.

This includes, but is not limited to, the following service aspects:

- Incident, Change, Problem and Knowledge Management
- IT Service Request Fulfilment and Management
- IT Access Management
- Major Incident Management
- All tasks and actions based on and enacted according to FirstGroup's Policies and Processes.

Duration of contract: 36 months

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

36

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

13 January 2025

Local time

3:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

FirstGroup Holdings Limited

London

Country

United Kingdom