



Department
for Transport

Statement of Requirement for a repair call out service for ICT desktop hardware in Department for Transport

Framework Agreement Code: RM721/L1

Framework Agreement Title: Commoditised IT Hardware & Software –
Desktop Hardware



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1. Introduction

The core Department for Transport's (DfT's) IT Services is responsible for maintaining a wide variety of IT equipment across the Department's hardware estate including laptops, PCs, printers and multifunctional devices across several makes and models. Currently we employ various suppliers on an ad hoc basis to carry out non-warranty repairs of faulty devices and are looking to appoint a single supplier so that the Department can streamline its processes and benefit from the assuredness that a formal contractual arrangement can provide in terms of service supply and service levels.

In accordance with the terms and conditions of Government Procurement Service Framework Agreement: Commoditised IT Hardware and Software – Desktop Hardware (RM721/L1), DfT invites proposals for provision of a basic repair service on a call-off basis to DfT for IT desktop hardware no longer supported under warranty. The contract will provide repair services on a call off basis over an initial 12 month period, subject to quarterly review. The agreement will provide an option for DfT to extend the contract by a further 12 months following a breakpoint to allow DfT an opportunity to decide whether to continue or terminate the contract, depending on the value and performance of the services/goods received.

The new service is expected to commence on [REDACTED]

Proposals must be submitted in accordance with the invitation to quote (ITQ) documents attached.

2. Summary of Requirements & Approach

2.1 Summary

2.1.1 DfT requires the services of a contractor to provide non-warranty repairs on a call-off basis for its desktop IT hardware, essentially laptop systems, printers and multifunctional devices, serving a variety of locations in the UK including where necessary, employee's / official home user's private addresses. Key features of the contract will require;

- A suitable contact arrangement for requesting ad hoc repair/service call outs
- A next day (subject to conditions) site visit by an appropriately trained engineer to inspect, assess and attempt onsite repair of the faulty item.
- A pre-agreed basic call out charge that covers costs of the initial call out and repair or service attempt.
- Quotes prior to any repair being carried out where the costs of the repair or service is going to exceed £500.00 plus VAT.
- Warranty for the initial service/repair any parts used in the repair or service.

2.2 Approach

2.2.1 DfTc is seeking a simple call out and diagnose/repair service on a call off and pay per call out basis. The contract is designed to provide for ad hoc repairs as they become necessary over the life of the contract. DfTc is not seeking an extended warranty arrangement for its IT hardware estate i.e. it does not want to place its IT assets within a service agreement or a contract that looks to provide prolonged warranty beyond that already provided by the equipment manufacturer.

3. Specification

3.1 Technical Scope

3.1.1 A call out repair service is required for a variety of IT equipment of varying make, model and age. The IT equipment to be covered in the requirement includes: laptop and portable computing systems, printers, multifunctional devices, plotters and other IT equipment that might be added from time to time by agreement with the successful contractor. A list of equipment to be supported is provided in Annex B. The list is not exhaustive and does not preclude other makes, model or type of desktop hardware; laptops, slate, tablet or other ultra mobile PC systems, thin clients, printers and multifunctional devices etc. that are currently part of the IT estate or which might be added as DfT refreshes its hardware. However smaller peripherals including display screens are not in the scope of the contract.

3.1.2 The approximate disposition of hardware is thus; 80% of all the Departments' desktop hardware is located in Great Minster House, 10% located in Ashdown House with the remaining kit being spread across the rest of the Department's smaller offices. We anticipate the bulk of repair call outs to be required at DfT's Great Minster House HQ.

3.1.3 As a broad indicator last year DfTc had approximately 40 instances of hardware failure that required a repair call out. This is a rough indicator and should not be taken as a minimum or maximum for future years.

3.2 Service Availability & Accessibility

3.2.1 Hardware support request / incident logging and update availability is required between 0800 to 1800 hours Monday to Friday, excluding Public Holidays. Simple accessibility of the service is required and should include the ability to log service requests via telephone and email.

3.2.2 Hardware support availability is required during the working hours of 0900 to 1700 Monday to Friday (excluding Public Holidays).

3.2.3 The successful contractor shall provide a single point of contact for requesting call-outs during normal working hours, capable of taking messages outside normal working hours.

3.2.4 The successful contractor shall allocate a unique reference number to be quoted on worksheets and invoices to each call-out.

3.3 Service Delivery

3.3.1 95% of repairs to be completed successfully by close of play on the day following the day of initial call-out. The contractor will be required to provide quarterly reports on performance.

3.3.2 The majority of repairs are to be carried out on-site. Equipment taken off-site must be replaced by equipment of equal or better specification, while repairs are being carried out (subject to prior approval of the Unit). Any equipment taken off-site must ordinarily be returned to the Department within 15 days.

3.3.3 All repairs must be guaranteed for a minimum of 3 months against further failure. Call-outs for the same fault within this timeframe shall be at no charge. Ownership of replacement parts shall pass to DfT at call closure (upon payment of the repair and any parts invoices).

3.3.4 All repairs will be carried out in accordance with the terms of this statement of requirement.

3.3.5 All repairs falling outside the Contract pricing bases, Contract Schedule of Supported Equipment, or where repairs are likely to exceed £500.00 (exclusive of VAT), shall be subject to agreement of a quotation supplied by the successful contractor prior to any repair being carried out.

3.3.6 The successful contractor must be prepared to provide records of repairs and attend a quarterly review meeting where requested by DfT.

3.3.7 The successful contractor shall provide a single point of contact for requesting call-outs during normal working hours, capable of taking messages outside normal working hours and a designated contact to oversee and coordinate the successful running of the contract.

3.4 Service Levels

3.4.1 Availability of telephone service from 0900 to 1700-hours: 100%.

3.4.2 Repairs completed by close of play on the day following the call-out: 95%.

3.4.3 Repairs falling within agreed call-out charges i.e. not the subject of quotation: 90%.

3.4.4 Repairs completed on-site: 90%.

3.4.5 Queries relating to an open call to be responded to within 2 hours: 95%

3.4.6 A service credit regime should be set out in your tender if the above levels are not met. These will form part of the evaluation.

4. Terms

4.1 Rates and Pricing

4.1.1 Proposals should seek to offer reduced administration time and costs and best value to DfT. Tenderers proposed rates and prices for call outs must be inclusive of travel and subsistence expenses for work carried out across the DfT's offices (office locations are set out in Annex A). **Agreed travel** to other locations will be reimbursed at actual costs not exceeding the Departments Standard rates. Receipt for expenses must be provided on request.

4.1.2 The call out rates/prices quoted shall remain fixed for the duration of the contract.

4.2 Health, Safety and Security

4.2.1 The successful contractor must comply with any rules, regulations and safety and security instructions from the Department, including completion of any additional clearance procedures required by the Department for contractor personnel who will be working at the Department's premises. Appropriate security clearance forms will be provided to the successful contractor.

5. Procurement Timetable

5.1 All tenders must be received in writing as instructed in the 'Instructions for Tenderers' document attached to this ITQ (setting out an all inclusive firm price) and must be submitted via the Government Procurement Service by 11:00 hours on 27th November 2012.

Queries or questions relating to this ITQ should be addressed to the following contacts:

PROCUREMENT

Department for Transport, Corporate Procurement, D Floor,
Ashdown House, Sedlescombe Road North, St Leonards-on-Sea, East
Sussex, TN37 7GA

Telephone 020 7944 [REDACTED]

E mail [REDACTED] [@dft.gsi.gov.uk](mailto:[REDACTED]@dft.gsi.gov.uk)

TECHNICAL

Department for Transport, Service Desk, IT Services, 4/31, Great
Minster House, 33, Horseferry Road, London, SW1P 4DR

Telephone [REDACTED]

[REDACTED] gov.uk

| | |
|---------------------------------------|--|
| Description | |
| Issue Specification Document by: | |
| Deadline for receipt of Tenders: | |
| Deadline for clarification questions: | |
| Award decision by: | |
| Contract activity commences on: | |

6. Pricing & Evaluation Criteria

6.1 Quotes should set out all inclusive rates/prices that are fixed for the duration of the contract and in line with the terms outlined in this document. Responses to the ITQ will be evaluated against pre-defined criteria detailed in the evaluation matrix below. Contract award will be on the basis of the most economically advantageous tender. The successful supplier will be the one with the best combined total score of Quality, Delivery and Price.

| Evaluation criteria | Criteria Weighting % | Sub-criteria | Sub-criteria Total % |
|--|-----------------------------|--|-----------------------------|
| Fitness for Purpose (including Quality) | 30% | Compliance with technical based specification (ability to support estate and future changes to estate) criteria 3.1 | 15% |
| | | Compliance with non-technical based specification (service approach, availability and accessibility criteria 2.1 and 3.2 | 15% |
| Delivery of service | 20% | Compliance with service delivery and service levels criteria 3.3 and 3.4 | 20% |
| Lifecycle Costs | 50% | Pricing / value for money (call out & other charges) criteria 4.1 | 40% |
| | | Service credits criteria 3.4.6 | 10% |
| | 100% | | 100% |

6.2 Scoring Methodology:

Scoring will be as follows:

Quality and Delivery;

Scoring Mechanism

0 – not addressed

1 – barely meets requirement

3 – substantially meets requirement

4 – fully meets, or is an acceptable mixture of above and below requirements

5 – fully meets and exceeds requirements in ways that will deliver clear benefits

Pricing/Costs: The lowest tendered price will score 10 with subsequent bids base-lined to this score on a sliding scale (9 for second lowest). The scores will be multiplied by their weighting.

Quality and Delivery Factors: Marks will be awarded against each sub criteria which is met so that; 10 will be scored where the sub criteria is met and 0 where it is not met. As with the cost pricing, the scores will be multiplied by their weighting.

The supplier with the highest overall score will be awarded the contract.

Acceptance of your quotation will be made by way of a letter quoting a purchase order number.

7. Purchase, Payment, Invoicing & Supply of Goods

7.1 A Purchase Order for this requirement will be provided. Invoices raised against the subsequent contract should be sent, quoting the Purchase Order number, to the following address;

Department for Transport Shared Services Centre, Accounts Payable, 5 Sandringham Park, Llansamlet, Swansea SA7 0EA

Annex A DfT Building Locations

DfT buildings at which service delivery under the contract could be required;

Department for Transport
Great Minster House
76 Marsham Street
London, SW1P 4DR

Department for Transport
[REDACTED] Ashdown House
Sedlescombe Road North
St Leonards on Sea
Hastings, TN37 7GA

Government Car & Despatch
Agency
46 Ponton Road
London, SW8 5AX

Department for Transport
Rail Accident Investigation Branch
The Wharf
Stores Road
Derby, DE21 4BA

Department for Transport
Temple Quay House
The Square
Bristol, BS1 6PN

Department for Transport
Northern Engagement Team
Lateral
Leeds
LS11 9AT

Department for Transport
Air Accident Investigation Branch
Farnborough House
Berkshire Copse Road
Aldershot, GU11 2HH

Department for Transport
West and East Midlands & South
West Engagement Team
9th Floor
The Cube
199 Wharfside Street
Birmingham

Department for Transport
Marine Accident Investigation
Branch
Mountbatten House
Grosvenor Square
Southampton, SO15 2JU

Department for Transport
National Casework Team
Lancaster House
Hampshire Court
Newcastle Business Park
Newcastle Upon Tyne
NE4 7YH

Department for Transport
Rail Accident Investigation Branch
2A Dukes Court, Duke Street
Woking, GU21 5BH

Local contact details and arrangements will be confirmed as and when service requests are made. We anticipate the bulk of call outs to be required at DfT's Great Minster House HQ. It is possible that other DfT offices throughout the UK may need to avail themselves of the contract. Should this need arise local contact details and arrangements will be confirmed as and when required.

Annex B DfT ICT Desktop Hardware

The following is a list of current and commonly deployed IT systems in DfT to be directly supported. DfTc IT Services internally maintains the current desktop PC estate hence these are not included here.

The list is not exhaustive and does not preclude other makes, model or type of desktop hardware; PCs, laptops, or other ultra mobile PC systems, thin clients, printers, multifunctional devices, docking stations etc. that either exist as part of the IT estate or which might be added as DfT refreshes its hardware. The scope will include other IT equipment that might be added from time to time and by agreement with the successful contractor.

| Make & Model | Equipment Type | Approximate Numbers |
|-----------------------|---|---------------------|
| Dell Latitude D430 | Laptop | 484 |
| Dell Latitude D630 | Laptop | 26 |
| Dell Latitude E4200* | Laptop | 103 |
| Dell Latitude E4300* | Laptop | 298 |
| Dell Latitude E6400 | Laptop | 49 |
| Dell Latitude E5420* | Laptop | 69 |
| Dell Latitude E6320* | Laptop | 2 |
| Toshiba Portege Z830* | Laptop | 17 |
| OKI B6300 DN | Mono LaserJet A4 Printer | 40 |
| HP LJ 4250 DN | Mono LaserJet A4 Printer | 50 |
| HP LJ 3015 DN | Mono LaserJet A4 Printer | 4 |
| HP LJ 4650 DN | Colour LaserJet A4 Printer | 4 |
| HP LJ 4700 DN | Colour LaserJet A4 Printer | 15 |
| OKI MC5900 DN | Colour LaserJet A4 Printer | 2 |
| HP LJ 5550 DN | Colour LaserJet A4/A3 Printer | 28 |
| HP LJ 5225 DN | Colour LaserJet A4/A3 Printer | 2 |
| OKI MC860 DN | Colour LaserJet A4/A3 Multifunctional Printer | 6 |
| HP CM 6030 DN** | Colour LaserJet A4/A3 Multifunctional Printer | 15 |
| HP DesignJet | Plotter | 5 |
| HP 9250c | Digital Sender | 2 |

*Includes small numbers of 3G enabled devices

**Multifunctional printers employed by DfTc do not include fax functionality

100% of desktop PCs, thin clients and most of the laptops (with exception of the E6320 and some E5420 models) have no warranty period remaining. 95% of the printer estate is also currently out of manufacturer's warranty. These units could be subject of repair call outs. Serial numbers will be confirmed at the point of a repair call out being requested under the contracted service.