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**United Kingdom-Liverpool: Software implementation services
2014/S 081-141622**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

The Minister for the Cabinet Office acting through Crown Commercial Service
9th Floor The Capital Old Hall Street
L3 9PP Liverpool
United Kingdom
Telephone: +44 3450103503
E-mail: supplier@ccs.gsi.gov.uk , enablement@ccs.gsi.gov.uk

Internet address(es):

General address of the contracting authority: <http://ccs.cabinetoffice.gov.uk>

Address of the buyer profile: <https://gpsesourcing.cabinetoffice.gov.uk>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local sub-divisions

I.3) Main activity

Other: Public Procurement

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: yes

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

RM1042 - Corporate Software Solutions.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: Primarily in the UK with some limited requirements overseas.

NUTS code UK

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with several operators
maximum number of participants to the framework agreement envisaged: 84

Duration of the framework agreement

Duration in years: 4

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT:

Range: between 750 000 000 and 950 000 000 GBP

II.1.5) **Short description of the contract or purchase(s)**

Crown Commercial Service (CCS) as the Contracting Authority, in partnership with Pro5 Group, is putting in place a Pan Government Collaborative Framework Agreement for use by UK public sector bodies identified at VI.3 (and any future successors to these organisations), which include Non Departmental Public Bodies, NHS bodies and Local Authorities. Central Government Bodies and their Arm's Length Bodies are not excluded from using this Framework but should seek approval from CCS prior to use.

The above Public Sector Bodies have a need for Corporate Software Solutions: A vehicle to provide solutions for complex business needs based on common product types; the intended supply chain will provide more services and expertise (with required products) than as standard by generalist suppliers. The Authority is looking to access a specialist supply base for common software solutions such as ERP, CRM and EDRM systems. The Authority aims to procure a framework agreement for this requirement in collaboration with the Pro5 Group of professional buying organisations.

The scope of this procurement will ensure:

— Implementation of common software for business needs with associated services, covering:

- Enterprise Resource Planning (ERP) Software Solutions
- Finance IT Software Solutions
- Human Resources (HR) & Payroll Software Solutions
- Customer Relationship Management (CRM) Software Solutions
- Data Management and Reporting (DMS) Software Solutions
- Enterprise Content Management (ECM) Software Solutions
- Mobile Application Solutions

— Requirements are split by specialisms in product type

— Identification of the right product for the right outcome

CCS reserves the right for an electronic auction to be held by Public Sector bodies during further competition among the parties to the Framework Agreement(s).

The Framework Agreement will have an Initial Period of two years with the option to extend for two subsequent 12 month periods at the discretion of CCS.

II.1.6) **Common procurement vocabulary (CPV)**

72263000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) **Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

- II.2.1) **Total quantity or scope:**
II.2.2) **Information about options**
Options: no
II.2.3) **Information about renewals**
II.3) **Duration of the contract or time limit for completion**

Information about lots

Lot No: 1

Lot title: Lot 1 - Enterprise Resource Planning (ERP) Software Solutions

1) **Short description**

The provision of ERP application software.

ERP is an integrated computer-based system used to manage internal and external resources including tangible assets, financial resources and materials, and human resources. It is a software architecture whose purpose is to facilitate the flow of information between all business functions inside the boundaries of the organization and manage the connections to outside stakeholders. Built on a centralised database and normally utilising a common computing platform, ERP systems consolidate all business operations into a uniform and enterprise wide system environment.

Suppliers in this Lot can provide either a complete ERP solution or two or more modules of an ERP solution including but not limited to;

- Finance and accounting requirements - income, expenses, budgeting, forecasting, cash management, budgeting;
- Supply chain management;
- Corporate services – project & portfolio management, quality management;
- Manufacturing planning;
- Production planning;
- Project Management;
- Inventory control;
- Planning and budgeting solutions;
- Pricing systems;
- Procurement systems;
- Licensing and accounting systems;
- Logistics; and
- Payment systems

All solutions should have the capability to report and analyse.

Ancillary services within this Lot shall include but are not limited to the provision of:

- requirements analysis;
- development and customisation of the system;
- integration of the solution;
- onsite or remote deployment;
- business process re-engineering;
- work flow development;
- training;
- service desk;
- hosting services;
- data handling and validation;
- user support;

- solution review process;
- data migration, validation, loading and storage; and
- ongoing support and maintenance

All solutions should have the capability to report and analyse.

For the purposes of this Lot, Goods may include requirements as part of an ERP solution, or for modules as listed above and where they are purchased as part of the solution

Hardware can be purchased providing that software forms the majority of the total contract value.

Lot 1 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

2) **Common procurement vocabulary (CPV)**

72263000, 72260000, 72300000, 72212780, 72212450, 72212440, 30200000, 48311100, 48490000, 48482000, 72224100, 48800000, 72212000, 48600000, 72212660, 48300000, 48900000, 48311000, 72212430, 48823000, 72232000, 48610000, 48450000, 72212900, 48210000, 72211000, 72212400, 72212490, 72512000, 48614000, 72212311, 48445000, 72224200, 48481000, 72212330, 48430000, 72212600, 48330000, 72212300, 72210000, 48613000, 48331000, 72212481, 72212100, 48812000, 72316000, 72212500, 72250000, 72212318, 72310000, 48318000, 48783000, 48400000, 72200000, 48440000, 48920000, 72416000, 72330000, 48480000, 48218000, 72212610, 48810000, 48000000, 72322000, 72212783, 80533000, 72212313, 72212220, 72212482, 72212460, 72000000, 72212200, 48460000, 72320000, 48451000

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 2

Lot title: Lot 2 - Finance IT Software Solutions

1) **Short description**

The provision of finance application software provides finance application solutions or amendment of existing solutions which will include solution identification, design, development, implementation, data take-on, migration, integration and security; user training, maintenance and support. It will also cover the prototyping, configuring or tailoring of existing products and include some goods and services as part of a wider solution.

Suppliers in this Lot can provide either a complete finance solution or modules of an Finance IT solution including but not limited to;

- Finance and accounting requirements - income, expenses, budgeting, forecasting, cash management;
- Planning and budgeting solutions;
- Pricing systems;
- Payment systems;
- Procurement; and
- Licensing and accounting systems

All solutions should have the capability to report and analyse.

Ancillary services within this Lot shall include but are not limited to the provision of:

- requirements analysis;
- development and customisation of the system;
- integration of the solution;
- onsite or remote deployment;
- business process re-engineering;

- work flow development;
- training;
- service desk;
- hosting services;
- data handling and validation;
- user support;
- solution review process;
- data migration, loading and storage;
- Ongoing support and maintenance; and
- Order management – satisfactory management of customer orders in accordance with defined acknowledgement and response times, delivering customer satisfaction throughout. Use of online order management and P2P systems where possible to drive efficiency

For the purposes of this Lot, Goods may include requirements as part of an finance IT solution or modules as listed above and where they are purchased as part of the solution

Hardware can be purchased providing that software forms the majority of the total contract value.

Lot 2 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

2) **Common procurement vocabulary (CPV)**

72263000, 72262000, 72260000, 72212440, 48490000, 72268000, 72200000, 72000000, 72211000, 72250000, 80533000, 48000000, 72224100, 72261000, 48440000, 72265000, 72253000, 72224200, 48218000, 48812000, 72263000, 72212490, 72820000, 30200000, 48450000

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 3

Lot title: Lot 3 - Human Resources (HR) and Payroll Software Solutions

1) **Short description**

Provides for HR & payroll application solutions or amendment of existing solutions which will include solution identification, design, development, implementation, data take-on, migration, management of internal resources, integration and security; user training, maintenance and support. It will also cover the prototyping, configuring or tailoring of existing products and include some goods and services as part of a wider solution.

All solutions should have the capability to report and analyse.

Suppliers can provide either a complete HR/Payroll application or modules of systems and/or services for managing internal resources and payroll such as:

- Payroll - automated pay process based on employee time and attendance, and calculates various deductions and taxes;
- Benefits administration module – allows organizations to administer and track employee participation in benefit programmes (insurance, compensation, profit sharing, retirement);
- HR management module – basic demographic and address data, training and development, skills management;
- Performance management;
- People management;
- Absence management;
- Resource management;

- Recruitment – applicant tracking, web recruitment, talent attraction; and
 - Other staff focused or staff support applications
- Ancillary services within this Lot shall include but are not limited to the provision of:
- requirements analysis;
 - development and customisation of the system;
 - integration of the solution;
 - onsite or remote deployment,
 - business process re-engineering;
 - work flow development;
 - training;
 - service desk;
 - hosting services;
 - data handling and validation;
 - user support;
 - solution review process;
 - data loading and storage;
 - data migration, handling and validation; and
 - Ongoing support and maintenance

For the purposes of this Lot, Goods may include requirements as part of an HR and payroll solutions or modules as listed above and where they are purchased as part of the solution

Hardware can be purchased providing that software forms the majority of the total contract value.

Lot 3 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

2) **Common procurement vocabulary (CPV)**

72263000, 72232000, 72224100, 72211000, 72212450, 30200000, 72000000, 72224200, 72200000, 80533000, 72261000, 72265000, 72262000, 48450000, 72253000, 72820000, 72263000, 72268000, 72250000

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 4

Lot title: Lot 4 - Customer Relationship Management (CRM) Software Solutions

1) **Short description**

Provides for customer relationship management and case management solutions which will include solution identification, design, development, implementation, data take-on, migration, integration and security; user training, maintenance and support or managed service all necessary to better manage their relationships with customers. It will also cover the prototyping, configuring or tailoring of existing products and also include some goods and services as part of a wider solution, including the provision of operational services.

Suppliers in this Lot can provide either a complete CRM solution or modules of an CRM solution including but not limited to;

Implementation of systems and/or services for such as:

- Sales and marketing - including pipeline activity and sales forecasting;
- Customer service – including case management;
- Ticket/Incident management;

- Communication, social CRM and media monitoring;
- Records Management;
- Other customer focussed applications; and
- The ability to analyse and report out of the system;

All solutions should have the capability to report and analyse. These requirements will be designed in line with digital by default standards.

Ancillary services within this Lot shall include but are not limited to the provision of:

- requirements analysis;
- development and customisation of the system;
- integration of the solution;
- onsite or remote deployment;
- business process re-engineering;
- work flow development;
- training;
- service desk;
- hosting services;
- data handling and validation;
- user support;
- solution review process;
- data handling and validation;
- data migration, loading and storage; and
- ongoing support and maintenance

For the purposes of this Lot, Goods may include requirements as part of a CRM solution, or for modules as listed above and where they are purchased as part of the solution

Hardware can be purchased providing that software forms the majority of the total contract value.

Lot 4 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

2) **Common procurement vocabulary (CPV)**

72263000, 72224100, 72212450, 72200000, 48481000, 72250000, 80533000, 72268000, 72212481, 72263000, 72261000, 72000000, 72211000, 72253000, 48445000, 72265000, 72820000, 72224200, 72262000, 30200000

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 5

Lot title: Lot 5 - Enterprise Content Management (ECM) Software Solutions

1) **Short description**

Provides for Enterprise Content Management (ECM) or Document and Records Management (EDRM) solutions which will include solution identification, design, development, implementation, organising, storing, data take-on, migration, integration and security; user training, maintenance and support as part of a wider solution that relates to the customers processes. It will also cover the prototyping, configuring or tailoring of existing products and also include some goods and services as part of a wider solution required throughout the lifecycle of the content. The scope of this Lot covers the implementation of document life cycle solutions.

Suppliers in this Lot can provide either a complete ECM or EDRM solution or modules of an ECM or EDRM solution including but not limited to;

- Document Management;
- Document Scanning Services;
- Web Content Management;
- Records Management;
- Image Processing;
- Workflow Management;
- Storage of (electronic) document / records; and
- Systematic control of the creation, receipt, maintenance and processes for capturing and maintaining information about business activities and transactions.

All solutions should have the capability to report and analyse.

Ancillary services within this Lot shall include but are not limited to the provision of;

- requirements analysis;
- development and customisation of the system;
- integration of the solution;
- onsite or remote deployment;
- business process re-engineering;
- work flow development;
- training;
- service desk;
- hosting services;
- user support;
- solution review process;
- data migration, loading, validation and storage; and
- user support and maintenance

For the purposes of this Lot, Goods may include requirements as part of an ECM or EDRM solution or modules as listed above and where they are purchased as part of the solution

Hardware can be purchased providing that software forms the majority of the total contract value.

Lot 5 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

2) **Common procurement vocabulary (CPV)**

72263000, 72210000, 48825000, 72262000, 48600000, 48311000, 72261000, 72212311, 48318000, 72224100, 48328000, 48311100, 72200000, 48482000, 72260000, 72263000, 72250000, 72212200, 80533000, 72212000, 72000000, 48610000, 72265000, 48800000, 72212900, 48300000, 72212313, 72212100, 48783000, 48329000, 72212482, 48920000, 72212600, 72212300, 72224200, 48224000, 72211000, 72253000, 48900000, 72212318, 72268000, 72512000, 72212220, 30200000

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 6

Lot title: Lot 6 - Data Management and Reporting Systems (DMRS) Software Solutions

1) **Short description**

Provides for Information Management application solutions or amendment of existing solutions which will include solution identification, design, development, implementation, data take-on, migration, processing, integration and security; user training, maintenance and support. It will also cover the prototyping, configuring or tailoring of existing products and include some goods and services as part of a wider solution. This Lot also covers data management services which will include data interfacing, data integration, data governance, data analysis, data architecture, data modelling, data management, data archiving/de-duplication, data security, data mining, data quality management, master data management, data warehousing, business intelligence, content management and meta data management to efficiently process large quantities of data within a specified time limit.

Suppliers in this Lot can provide either a complete DMRS software solution or modules of a DMRS solution including but not limited to;

- Implementation of systems and/or services for data management, business intelligence and performance management requirements
- Business intelligence and reporting systems;
- Data warehouse and data management systems;
- Data Manipulation, Quality and Integration Tools;
 - o data quality solutions;
 - o data manipulation solutions;
 - o data integration solutions;
 - o data discovery solutions; and
 - o data mining solutions.
- Data Analytics;
- Big Data;
 - o massively parallel processing (MPP) databases;
 - o data mining grids;
 - o distributed file systems;
 - o distributed databases;
 - o scalable storage systems.

All solutions should have the capability to report and analyse.

Ancillary services within this Lot shall include but are not limited to the provision of:-

- requirements analysis;
- development and customisation of the system;
- integration of the solution;
- onsite or remote deployment;
- business process re-engineering;
- work flow development;
- training;
- ongoing support and maintenance;
- service desk;
- hosting services;
- data handling and validation;
- user support;
- solution review process;
- data migration, validation, loading and storage; and
- ongoing support and maintenance

For the purposes of this Lot, Goods may include requirements as part of a DMRS solution, or for modules as listed above and where they are purchased as part of the solution

Hardware can be purchased providing that software forms the majority of the total contract value.

Lot 6 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

2) **Common procurement vocabulary (CPV)**

72263000, 72224100, 48783000, 72253000, 48810000, 72212451, 72263000, 72212460, 48210000, 72212780, 48610000, 48480000, 72265000, 72200000, 72261000, 48328000, 48329000, 72322000, 72212660, 72250000, 72820000, 72212610, 48460000, 48224000, 48311000, 80533000, 48825000, 72262000, 30200000, 72320000, 48920000, 72224200, 72316000, 72212783, 72212600, 48600000, 48823000, 72300000, 72211000, 72268000, 48613000, 72212482, 48614000, 72330000, 72000000, 72212920, 72310000

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 7

Lot title: Lot 7 - Mobile Application Solutions

1) **Short description**

Services in this Lot will include mobile solution identification, design, deployment, development, testing, implementation, data take-on, migration, integration and security; user training, maintenance and solution hosting and support for a range of deployments in delivering customer's mobile application requirements to a variety of mobile devices.

This Lot is only for the development of mobile applications on various platforms.

This Lot will cover development of complete mobile applications through to mobile interfaces for existing applications.

Lot 7 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

2) **Common procurement vocabulary (CPV)**

72263000, 72211000, 72262000, 72224200, 72253000, 80533000, 72224100, 72263000, 72416000

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

Participants will be advised if this is necessary during the procurement. Parent company and/or other guarantees of performance and financial liability may be required by CCS if considered appropriate.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

No special legal form is required but if a contract is awarded to a consortium, the Contracting Authority may require the consortium to form a legal entity before entering into the Framework Agreement.

III.1.4) **Other particular conditions**

The performance of the contract is subject to particular conditions: no

III.2) **Conditions for participation**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if the requirements are met: Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an Invitation to Tender ('ITT').

This procurement will be managed electronically via the CCS e-Sourcing Suite. To participate in this procurement, participants must first be registered on the e-Sourcing Suite.

If you have not yet registered on the eSourcing Suite, this can be done online at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link 'Register for CCS eSourcing'. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at

<http://ccs.cabinetoffice.gov.uk/i-am-supplier/respond-tender>

Once you have registered on the eSourcing Suite, a registered user can express an interest for a specific procurement. This is done by emailing ExpressionOfInterest@ccs.gsi.gov.uk

Your email must clearly state: the name and reference for the procurement you wish to register for; the name of the registered supplier; and the name and contact details for the registered individual sending the email. CCS will process the email and then enable the supplier to access the procurement online via the e-Sourcing Suite. The registered user will receive a notification email to alert them once this has been done.

As a user of the e-Sourcing Suite you will have access to Emptoris email messaging service which facilitates all messages sent to you and from you in relation to any specific RFX event. Please note it is your responsibility to access these emails on a regular basis to ensure you have sight of all relevant information.

For technical assistance on use of the e-Sourcing Suite please contact CCS Helpdesk email:

eEnablement@ccs.gsi.gov.uk

Responses must be published by the date in IV.3.4.

III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1

The Contracting Authority may take into account any of the following information:

(a) appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;

(b) the presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under the law of the country in which the economic operator is established;

(c) a statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1

The Contracting Authority may have regard to any of the following means in its assessment:

(a) a list of the principal deliveries effected or the main services provided in the past 3 years, with the sums, dates and recipients, whether public or private, involved. Evidence of delivery and services provided shall be given:

— where the recipient was a contracting authority, in the form of certificates issued or countersigned by the competent authority,

— where the recipient was a private purchaser, by the purchaser's certification or, failing this, simply by a declaration by the economic operator;

(b) an indication of the technicians or technical bodies involved, whether or not belonging directly to the economic operator's undertaking, especially those responsible for quality control and, in the case of public works contracts, those upon whom the contractor can call in order to carry out the work;

(c) a description of the technical facilities and measures used by the supplier or service provider for ensuring quality and the undertaking's study and research facilities;

(d) an indication of the proportion of the contract which the services provider intends possibly to subcontract.

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority:**

RM1042

IV.3.2) **Previous publication(s) concerning the same contract**

Prior information notice

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4) Time limit for receipt of tenders or requests to participate

28.5.2014 - 14:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up

English.

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

in days: 120 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders

Date: 28.5.2014 - 14:00

Place:

Electronically, via web-based portal.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) Additional information

Potential suppliers should note that, in accordance with the UK Government's policies on transparency, CCS intends to publish the Invitation to Tender (ITT) document and the text of any Framework Agreement awarded, subject to possible redactions at the discretion of CCS. The terms of the proposed Framework Agreement will also permit a public sector contracting authority, awarding a contract under this Framework Agreement, to publish the text of that contract, subject to possible redactions at the discretion of the contracting authority. Further information on transparency can be found at:

<http://ccs.cabinetoffice.gov.uk/about-government-procurement-service/transparency-and-accountability/transparency-procurement>

The Contracting Authority expressly reserves the right (i) not to award any contract as a result of the procurement process commenced by publication of this notice; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Contracting Authority be liable for any costs incurred by the candidates. If the Contracting Authority decides to enter into a Framework Agreement with the successful supplier, this does not mean that there is any guarantee of subsequent contracts being awarded. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of potential suppliers. Any orders placed under this Framework Agreement will form a separate contract under the scope of this Framework between the supplier and the specific requesting other contracting body. The Contracting Authority and other contracting bodies utilising the Framework reserve the right to use any electronic portal during the life of the agreement.

The duration referenced in Section II.1.4 is for the placing of orders.

The value provided in Section II.1.4 is only an estimate. We cannot guarantee to suppliers any business through this framework agreement.

Following evaluation of tenders in accordance with the evaluation process set out in the ITT, the twelve top ranking Potential Providers in each Lot who offer the most economically advantageous Tenders will be awarded a Framework Agreement.

Where Potential Providers are ranked equally in 12th position in the applicable Lot and all such Potential Providers have achieved an overall Minimum Pass Mark of 50% or higher, then all Potential Providers ranked in 12th position will be awarded a Framework Agreement.

CCS wishes to establish a Framework Agreement primarily for the use of the wider public sector but not excluding central government (and any future successors to the following organisations):

(Central Government Departments, Local Government and Public Corporations that can be accessed at the Public Sector Classification Guide January 2014

<http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-336664>

Local Authorities

<http://openlylocal.com/councils/all>

www.ubico.co.uk Agent acting on behalf of Cheltenham Borough Council.

NDPBs

<https://www.gov.uk/government/organisations>

National Parks Authorities

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

Educational Establishments in England and Wales, maintained by the Department for Children, Schools and Families including Schools, Universities and Colleges but not Independent Schools

<http://www.education.gov.uk/edubase/home.xhtml>

Police Forces in the United Kingdom

http://www.police.uk/?view=force_sites

<http://apccs.police.uk/about-the-apcc/>

Fire and Rescue Services in the United Kingdom

<http://www.fireservice.co.uk/information/ukfrs>

<http://www.nifrs.org/areas-districts/>

<http://www.firescotland.gov.uk/your-area.aspx>

NHS Bodies England

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/AmbulanceTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/OtherListing.aspx>

Hospices in the UK

<http://www.helpthehospices.org.uk/about-hospice-care/find-a-hospice/uk-hospice-and-palliative-care-services/>

Registered Social Landlords (Housing Associations)

Third Sector and Charities in the United Kingdom

<http://www.charitycommission.gov.uk/find-charities/>

<http://www.oscr.org.uk/search-charity-register/>

<https://www.charitycommissionni.org.uk/ShowCharity/RegisterOfCharities/RegisterHomePage.aspx>

Citizens Advice in the United Kingdom

<http://www.citizensadvice.org.uk/index/getadvice.htm>

www.cas.org.uk

<http://www.citizensadvice.co.uk/>

Scottish Public Bodies

The framework agreement will be available for use by any Scottish Public Sector Body: the Authority; Scottish Non-Departmental Public Bodies; offices in the Scottish Administration which are not ministerial offices; cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998; the Scotland Office; the Scottish Parliamentary Corporate Body; councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994 (except where they are acting in their capacity as educational authority); Scottish joint fire boards or joint fire and rescue boards; Scottish joint police boards or any successor National Police or Fire Authority; Scottish National Park authorities, bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, Northern Lighthouse Board, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005 any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing.

Scottish Government

<http://www.scotland.gov.uk/Home>

Scottish Parliament

<http://www.scottish.parliament.uk/abouttheparliament/27110.aspx>

Scottish Public Services Ombudsman

Scottish Information Commissioner

Commissioner for Children and Young People in Scotland

Scottish Commission for Human Rights

Commission for Ethical Standards in Public Life in Scotland

Standards Commission for Scotland

Scottish Local Authorities

<http://www.scotland.gov.uk/About/Government/councils>

<http://www.scotland-excel.org.uk/home/AboutUs/OurMembers/AssociateMembers.aspx>

Scottish Agencies, NDPBs

<http://www.scotland.gov.uk/Topics/Government/public-bodies/about/Bodies>

Scottish NHS Bodies

<http://www.scotland.gov.uk/Topics/Health/NHS-Workforce/NHS-Boards>

Scottish Further and Higher Education Bodies

<http://www.universities-scotland.ac.uk/index.php?page=members>

http://www.sfc.ac.uk/aboutus/council_funded_institutions/WhoWeFundColleges.aspx

Scottish Police

<http://www.scotland.police.uk/your-community/>

Scottish Housing Associations

http://www.sfha.co.uk/component/option,com_membersdir/Itemid,149/view,membersdir/

The Scotland Office

<http://www.scotlandoffice.gov.uk/scotlandoffice/33.30.html>

Registered Social Landlords (Housing Associations) - Scotland

http://www.esystems.scottishhousingregulator.gov.uk/register/reg_pub_dsp.search

Scottish Schools

Primary Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isprimaryschool&bSubmit=1&Submit=Search>
Secondary Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Submit=Search>
Special Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search>
Scottish Public Bodies

National Records of Scotland
Historic Scotland
Disclosure Scotland
Registers of Scotland
Scottish Qualification Authority
Scottish Courts Service
Scottish Prison Service
Transport Scotland
The Scottish Government Core Directorates
Highlands and Islands Enterprise
Crown Office & Procurator Fiscal Service
Scottish Police Authority
National Museums of Scotland
Scottish Children's Reporter Administration
Scottish Enterprise
Scottish Environment Protection Agency
Scottish Legal Aid Board
Scottish Natural Heritage
Skills Development Scotland
Visit Scotland
Aberdeen City Council
Aberdeenshire Council
Angus Council
Argyll and Bute Council
City of Edinburgh Council
Clackmannanshire Council
Comhairle nan Eilean Siar
Dumfries and Galloway Council
Dundee City Council
East Ayrshire Council
East Dunbartonshire Council
East Lothian Council
East Renfrewshire Council
Falkirk Council
Fife Council
Glasgow City Council

Highland Council
Inverclyde Council
Midlothian Council
Moray Council, The
North Ayrshire Council
North Lanarkshire Council
Orkney Islands Council
Perth and Kinross Council
Renfrewshire Council
Scottish Borders Council
Shetland Islands Council
South Ayrshire Council
South Lanarkshire Council
Stirling Council
West Dunbartonshire Council
West Lothian Council
Central Scotland Fire and Rescue Service
Dumfries and Galloway Fire and Rescue Service
Fife Fire and Rescue Service
Grampian Fire and Rescue Service
Highlands and Islands Fire and Rescue Service
Lothian and Borders Fire and Rescue Service
Strathclyde Fire and Rescue Service
Tayside Fire and Rescue Service
Golden Jubilee Hospital (National Waiting Times Centre Board)
NHS 24
NHS Ayrshire and Arran
NHS Borders
NHS Dumfries and Galloway
NHS Education for Scotland
NHS Fife
NHS Forth Valley
NHS Grampian
NHS Greater Glasgow and Clyde
NHS Health Scotland
NHS Highland
NHS Lanarkshire
NHS Lothian
NHS Orkney
Healthcare Improvement Scotland
NHS Shetland
NHS Tayside
NHS Western Isles
Scottish Ambulance Service
The Common Services Agency for the Scottish Health Service

The State Hospital for Scotland
Aberdeen College
Adam Smith College
Angus College
Annie'sland College
Ayr College
Banff and Buchan College
Barony College
Borders College
Cardonald College
Carnegie College
Central College of Commerce
Clydebank College
Coatbridge College
Cumbernauld College
Dumfries and Galloway College
Dundee College
Edinburgh's Telford College
Elmwood College
Forth Valley College
Glasgow College of Nautical Studies
Glasgow Metropolitan College
Inverness College
James Watt College
Jewel and Esk College
John Wheatley College
Kilmarnock College
Langside College
Lews Castle College
Moray College
Motherwell College
Newbattle Abbey College
North Glasgow College
North Highland College
Oatridge College
Orkney College
Perth College
Reid Kerr College
Sabhal Mor Ostaig
Shetland College
South Lanarkshire College
Stevenson College
Stow College
West Lothian College
Edinburgh College of Art

Edinburgh Napier University
Glasgow Caledonian University
Glasgow School of Art
Heriot-Watt University
Queen Margaret University
Robert Gordon University
Royal Scottish Academy of Music and Drama
Scottish Agricultural College
UHI Millennium Institute
University of Aberdeen
University of Abertay Dundee
University of Dundee
University of Edinburgh
University of Glasgow
University of St Andrews
University of Stirling
University of Strathclyde
University of the West of Scotland
Cairngorms National Park Authority
Office of Scottish Charity Regulator
Forestry Commission Scotland
Audit Scotland
Welsh Public Bodies
National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:
<http://www.assemblywales.org/abthome/abt-links.htm>
<http://new.wales.gov.uk/about/civilservice/directorates/?lang=en>
NHS Wales
<http://www.wales.nhs.uk/ourservices/directory>
Housing Associations – Registered Social Landlords Wales
NI Public Bodies
Northern Ireland Government Departments
<http://www.northernireland.gov.uk/gov.htm>
Northern Ireland Public Sector Bodies and Local Authorities
<http://www.northernireland.gov.uk/az2.htm>
Schools in Northern Ireland
<http://www.nidirect.gov.uk/index/search.lsim?sr=0&nh=10&cs=iso-8859-1&sc=nidirect-cms&sm=0&mt=1&ha=nidirect-cms&cat=Banner&qt=SCHOOLS>
Universities in Northern Ireland
<http://www.deni.gov.uk/links.htm#colleges>
Health and Social care in Northern Ireland
<http://www.hscni.net/index.php?link=hospitals>
<http://www.hscni.net/index.php?link=boards>
<http://www.hscni.net/index.php?link=agencies>
<http://www.hscni.net/index.php?link=councils>

Northern Ireland Housing Associations

<http://www.nidirect.gov.uk/index/contacts/contacts-az.htm/housing-associations-contact>

Police Service of Northern Ireland

<http://www.psnri.police.uk/index.htm>

Any corporation established, or a group of individuals appointed to act together, for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character, and

(i) financed wholly or mainly by another contracting authority listed above in this section VI.3 of this notice;
(ii) subject to management supervision by another contracting authority listed above in this section VI.3 of this notice; or

(iii) more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, are appointed by another contracting authority listed above in this section VI.3 of this notice

(iv) an association of or formed by one or more of the Contracting Authorities listed above in this section VI.3 of this notice

From 2.4.2014 the Government is introducing its new Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking Scheme (GPMS). A key aspect of this is the reduction in the number of security classifications used. All potential suppliers should make themselves aware of the changes as it may impact on this Requirement. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

Please refer to the CCS website:

<http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-guidance-supporting-information/complaints-during-procurement-process>

or information about how complaints are handled during the procurement process.

A conference will be held on 07/05/14 via a WebEx presentation. The conference will not be an opportunity to seek clarification but will provide an overview of the procurement itself and what it seeks to achieve in an open forum. Details for the WebEx will be made available in the attachments area of the eSourcing suite.

IV.3.2) Previous publication(s) concerning the same contract yes Prior information notice of 22.4.2013

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: There is no right of appeal in this procurement. If you have a complaint or seek to challenge the outcome, please follow the guidance on procedure contained in the previous section.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

23.4.2014