

United Kingdom-Norwich: IT services: consulting, software development, Internet and support

OJ S 13/2014 18/01/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: The Minister for the Cabinet Office acting through Government Procurement Service

Postal address: Rosebery Court, St Andrews Business Park, Thorpe St Andrew

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

E-mail: supplier@gps.gsi.gov.uk, enablement@gps.gsi.gov.uk

Telephone: +44 3450103503

Internet address(es):

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

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

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

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

RM1032 — Enterprise Application Support Services.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

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

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with several operators

Number Envisaged maximum number of participants to the framework agreement: 999

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 10 000 000 and 100 000 000 GBP

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

Government Procurement Service (hereafter referred to as the Authority) is putting in place a pan government collaborative Framework Agreement for use by UK public sector bodies identified at section VI.3 (and any future successors to these organisations), which include Central Government Departments and their Arm's Length Bodies and Agencies, Non Departmental Public Bodies, NHS bodies and wider public sector organisations, including Local Authorities.

The above Public Sector Bodies have a need for the direct provision of support and maintenance for Enterprise Application Software inclusive of any customisation and independent of normal product life-cycles as defined by the relevant Software Owner (for example to provide continued support beyond a product's stated end of life). Services required will include without being limited to: break-fix support; advice on available patches; development, testing and implementation of bug fixes/workarounds/patches/updates; monitoring operation to assure application and information availability and integrity; maintaining and sharing a knowledge-base of known issues and solutions; assistance with upgrading, replacing, or otherwise changing the Enterprise Application Software.

The Authority 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 number of Potential Providers to be awarded a Framework Agreement under Lots 1 and 2 (as described in Annex B) will be limited to a maximum of 5 Suppliers per Lot.

Lots 3 and 4 (as described in Annex B) will have no limitation on the number of Potential Providers awarded a Framework Agreement.

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

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72250000 System and support services, 72261000 Software support services, 72265000 Software configuration services, 72267000 Software maintenance and repair services, 72300000 Data services, 72510000 Computer-related management services, 72600000 Computer support and consultancy services, 72900000 Computer back-up and catalogue conversion services

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

The procurement is covered by the Government Procurement Agreement: 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. Scope of the procurement

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 — Oracle E Business Suite Enterprise Application Support Services

1) Short description

The provision of support for Oracle E Business Suite Enterprise Application Software (inclusive of deployments where the Oracle E Business Suite Enterprise Application Software has been customised on a Contracting Body's software estate) at a level as defined by the Contracting Body during further competition and independent of normal product life-cycles as defined by the relevant software owner (for example to provide continued support beyond a product's stated end of life).

The support services provided hereunder should be comprehensively delivered by the Supplier (including the use of sub-contracting arrangements) without Contracting Bodies being required to hold separate maintenance agreements with the relevant software owner.

Support services for Oracle E Business Suite Enterprise Application Software must include as a minimum (although are not limited to):

A. Transitioning Contracting Bodies from their existing support arrangements to the Oracle E Business Suite Enterprise Application Support Services including:

- a. Identifying any gaps in coverage and appropriately addressing these
- b. Readily taking on the support of Contracting Bodies' Oracle E Business Suite Enterprise Application Software
- c. Dealing with handover of open calls and engaging with Contracting Bodies (live incidents).

B. Validating and verifying Contracting Bodies' relevant systems including:

- a. Interfacing with the Oracle E Business Suite Enterprise Application Software
- b. understanding the business criticality of the Oracle E Business Suite Enterprise Application Software to the Contracting Body

C. Integration with services relevant to the Oracle E Business Suite Enterprise Application Software provided by any other parties (for example systems integrators or Contracting Bodies' IT support partners)

D. Provision of a helpdesk facility (Service Desk) – either shared or dedicated, with user interaction to include via telephone and web browser portal where available – to:

- a. Receive, acknowledge, log, and respond to calls from Contracting Bodies reporting problems /incidents and requesting changes to the Services
- b. Track progress towards resolution and escalate within the Supplier's organisation and the Contracting Body appropriately.
- c. Coordinate support up to 3rd line

E. Incident management and restoration of services following an incident

F. Identify cause of problems and incidents to prevent recurrence

- G. Problem and incident analysis and the provision of associated reporting back to the Contracting Body
- H. Resolution of problems and incidents, to include developing workarounds and fixes
- I. Assuring all patches/fixes/workarounds/updates/new releases in a test environment
- J. Release management of new or updated software, including applying patches, fixes, workarounds, updates and new releases
- K. Proactive identification and resolution of future incidents – via remote monitoring, remote diagnosis and remote resolution (where Contracting Bodies' security policies and protocols permit the required level of remote system access)
- L. Advisory services on the implementation of patches, fixes, workarounds, updates and new releases for which the Contracting Body has rights to deploy/is licensed to use by the relevant software owner
- M. Development, testing and implementation of all necessary updates to ensure that the Oracle E Business Suite Enterprise Application Software captures any and all changes made to the external operating parameters by relevant government mandates (to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies) and complies with these to undertake all processing in accordance with such revisions (or where such bug fixes are available from the relevant software owner, advisory services in the implementation thereof)
- N. Monitoring of the operation of the Oracle E Business Suite Enterprise Application Software in order to assure application and information availability and integrity
- O. Maintaining and sharing a knowledge base of known issues, errors and solutions in respect of the Oracle E Business Suite Enterprise Application Software; and
- P. Assistance with upgrading, replacing, or otherwise changing (including decommissioning) the Oracle E Business Suite Enterprise Application Software.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72500000 Computer-related services, 72900000 Computer back-up and catalogue conversion services, 72267000 Software maintenance and repair services, 72250000 System and support services, 72510000 Computer-related management services, 72265000 Software configuration services , 72211000 Programming services of systems and user software, 72600000 Computer support and consultancy services, 72200000 Software programming and consultancy services, 72261000 Software support services, 72300000 Data services

3) Quantity or scope

4) Indication about different time frame or duration

Duration in months: 48 (from the award of the contract)

5) Additional information about lots

The Framework Agreement will have an Initial Period of 2 years with the option to extend for two subsequent 12 month periods.

Lot No: 2

Lot title: Lot 2 — SAP Enterprise Application Support Services

1) Short description

The provision of support for SAP Enterprise Application Software (inclusive of deployments where the SAP Enterprise Application Software has been customised on a Contracting Body's software estate) at a level as defined by the Contracting Body during further competition and independent of normal product life-cycles as defined by the relevant software owner (for example to provide continued support beyond a product's stated end of life).

The support services provided hereunder should be comprehensively delivered by the Supplier (including the use of sub-contracting arrangements) without Contracting Bodies being required to hold separate maintenance agreements with the relevant software owner. Support services for SAP Enterprise Application Software must include as a minimum (although are not limited to):

- A. Transitioning Contracting Bodies from their existing support arrangements to the SAP Enterprise Application Support Services including:
 - a. Identifying any gaps in coverage and appropriately addressing these
 - b. Readily taking on the support of Contracting Bodies' SAP Enterprise Application Software
 - c. Dealing with handover of open calls and engaging with Contracting Bodies' (live incidents).
- B. Validating and verifying Contracting Bodies' relevant systems including:
 - a. Interfacing with the SAP Enterprise Application Software
 - b. understanding the business criticality of the SAP Enterprise Application Software to the Contracting Body
- C. Integration with services relevant to the SAP Enterprise Application Software provided by any other parties (for example systems integrators or Contracting Bodies' IT support partners)
- D. Provision of a helpdesk facility (Service Desk) – either shared or dedicated, with user interaction to include via telephone and web browser portal where available – to:
 - a. Receive, acknowledge, log, and respond to calls from Contracting Bodies reporting problems /incidents and requesting changes to the Services
 - b. Track progress towards resolution and escalate within the Supplier's organisation and the Contracting Body appropriately.
 - c. Coordinate support up to 3rd line
- E. Incident management and restoration of services following an incident
- F. Identify cause of problems and incidents to prevent recurrence
- G. Problem and incident analysis and the provision of associated reporting back to the Contracting Body
- H. Resolution of problems and incidents, to include developing workarounds and fixes
- I. Assuring all patches/fixes/workarounds/updates/new releases in a test environment
- J. Release management of new or updated software, including applying patches, fixes, workarounds, updates and new releases
- K. Proactive identification and resolution of future incidents – via remote monitoring, remote diagnosis and remote resolution (where Contracting Bodies' security policies and protocols permit the required level of remote system access)
- L. Advisory services on the implementation of patches, fixes, workarounds, updates and new releases for which the Contracting Body has rights to deploy/is licensed to use by the relevant software owner
- M. Development, testing and implementation of all necessary updates to ensure that the SAP Enterprise Application Software captures any and all changes made to the external operating parameters by relevant government mandates (to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies) and complies with these to undertake all processing in accordance with such revisions (or where such bug fixes are available from the relevant software owner, advisory services in the implementation thereof)
- N. Monitoring of the operation of the SAP Enterprise Application Software in order to assure application and information availability and integrity
- O. Maintaining and sharing a knowledge base of known issues, errors and solutions in respect of the SAP Enterprise Application Software; and
- P. Assistance with upgrading, replacing, or otherwise changing (including decommissioning) the SAP Enterprise Application Software.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72510000 Computer-related management services, 72267000 Software maintenance and repair services, 72900000 Computer back-up and catalogue conversion services, 72500000 Computer-related services, 72300000 Data services, 72600000 Computer support and consultancy services, 72250000 System and support services, 72261000 Software support services, 72211000 Programming services of systems and user software, 72265000 Software configuration services

3) Quantity or scope

4) Indication about different time frame or duration

Duration in months: 48 (from the award of the contract)

5) Additional information about lots

The Framework Agreement will have an Initial Period of 2 years with the option to extend for two subsequent 12 month periods.

Lot No: 3

Lot title: Lot 3 — Other Specified Enterprise Application Support Services

1) Short description

The provision of support for one or more of the following Other Specified Enterprise Application Software:

- Fusion
- Hyperion
- JD Edwards
- PeopleSoft
- Siebel

(inclusive of deployments where the Other Specified Enterprise Application Software has been customised on a Contracting Body's software estate) at a level as defined by the Contracting Body during further competition and independent of normal product life-cycles as defined by the relevant software owner (for example to provide continued support beyond a product's stated end of life).

The support services provided hereunder should be comprehensively delivered by the Supplier (including the use of sub-contracting arrangements) without Contracting Bodies being required to hold separate maintenance agreements with the relevant software owner.

Support services for Other Specified Enterprise Application Software must include as a minimum (although are not limited to):

- A. Transitioning Contracting Bodies from their existing support arrangements to the Other Specified Enterprise Application Support Services including:
 - a. Identifying any gaps in coverage and appropriately addressing these
 - b. Readily taking on the support of Contracting Bodies' Other Specified Enterprise Application Software
 - c. Dealing with handover of open calls and engaging with Contracting Bodies (live incidents).
- B. Validating and verifying Contracting Bodies' relevant systems including:
 - a. Interfacing with the Other Specified Enterprise Application Software
 - b. understanding the business criticality of the Other Specified Enterprise Application Software to the Contracting Body
- C. Integration with services relevant to the Other Specified Enterprise Application Software provided by any other parties (for example systems integrators or Contracting Bodies' IT support partners)

- D. Provision of a helpdesk facility (Service Desk) – either shared or dedicated, with user interaction to include via telephone and web browser portal where available – to:
 - a. Receive, acknowledge, log, and respond to calls from Contracting Bodies reporting problems /incidents and requesting changes to the Services
 - b. Track progress towards resolution and escalate within the Supplier's organisation and the Contracting Body appropriately.
 - c. Coordinate support up to 3rd line
- E. Incident management and restoration of services following an incident
- F. Identify cause of problems and incidents to prevent recurrence
- G. Problem and incident analysis and the provision of associated reporting back to the Contracting Body
- H. Resolution of problems and incidents, to include developing workarounds and fixes
- I. Assuring all patches/fixes/workarounds/updates/new releases in a test environment
- J. Release management of new or updated software, including applying patches, fixes, workarounds, updates and new releases
- K. Proactive identification and resolution of future incidents – via remote monitoring, remote diagnosis and remote resolution (where Contracting Bodies' security policies and protocols permit the required level of remote system access)
- L. Advisory services on the implementation of patches, fixes, workarounds, updates and new releases for which the Contracting Body has rights to deploy/is licensed to use by the relevant software owner
- M. Development, testing and implementation of all necessary updates to ensure that the Other Specified Enterprise Application Software captures any and all changes made to the external operating parameters by relevant government mandates (to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies) and complies with these to undertake all processing in accordance with such revisions (or where such bug fixes are available from the relevant software owner, advisory services in the implementation thereof)
- N. Monitoring of the operation of the Other Specified Enterprise Application Software in order to assure application and information availability and integrity
- O. Maintaining and sharing a knowledge base of known issues, errors and solutions in respect of the Other Specified Enterprise Application Software; and
- P. Assistance with upgrading, replacing, or otherwise changing (including decommissioning) the Other Specified Enterprise Application Software.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72261000 Software support services, 72510000 Computer-related management services, 72900000 Computer back-up and catalogue conversion services, 72250000 System and support services , 72211000 Programming services of systems and user software, 72500000 Computer-related services, 72267000 Software maintenance and repair services, 72200000 Software programming and consultancy services, 72265000 Software configuration services, 72300000 Data services, 72600000 Computer support and consultancy services

3) Quantity or scope

4) Indication about different time frame or duration

Duration in months: 48 (from the award of the contract)

5)

Additional information about lots

The Framework Agreement will have an Initial Period of 2 years with the option to extend for two subsequent 12 month periods.

Lot No: 4

Lot title: Lot 4 — Other Non-Specified Enterprise Application Support Services

1) Short description

The provision of support for Other Non-Specified Enterprise Application Software for example, Agresso, Business Objectives, Cognos, IBM, Microsoft Dynamics, Sage or equivalent and with the exclusion of Oracle E Business Suite Enterprise Application Software, SAP Enterprise Application Software and Other Specified Enterprise Application Software (inclusive of deployments where the Other Non-Specified Enterprise Application Software has been customised on a Contracting Body's software estate) at a level as defined by the Contracting Body during further competition and independent of normal product life-cycles as defined by the relevant software owner (for example to provide continued support beyond a product's stated end of life).

The support services provided hereunder should be comprehensively delivered by the Supplier (including the use of sub-contracting arrangements) without Contracting Bodies being required to hold separate maintenance agreements with the relevant software owner.

Support services for Other Non-Specified Enterprise Application Software must include as a minimum (although are not limited to):

A. Transitioning Contracting Bodies from their existing support arrangements to the Other Non-Specified Enterprise Application Support Services including:

- a. Identifying any gaps in coverage and appropriately addressing these
- b. Readily taking on the support of Contracting Bodies' Other Non-Specified Enterprise Application Software
- c. Dealing with handover of open calls and engaging with Contracting Bodies (live incidents).

B. Validating and verifying Contracting Bodies' relevant systems including:

- a. Interfacing with the Other Non-Specified Enterprise Application Software
- b. understanding the business criticality of the Other Non-Specified Enterprise Application Software to the Contracting Body

C. Integration with services relevant to the Other Non-Specified Enterprise Application Software provided by any other parties (for example systems integrators or Contracting Bodies' IT support partners)

D. Provision of a helpdesk facility (Service Desk) – either shared or dedicated, with user interaction to include via telephone and web browser portal where available – to:

- a. Receive, acknowledge, log, and respond to calls from Contracting Bodies reporting problems /incidents and requesting changes to the Services
- b. Track progress towards resolution and escalate within the Supplier's organisation and the Contracting Body appropriately.
- c. Coordinate support up to 3rd line

E. Incident management and restoration of services following an incident

F. Identify cause of problems and incidents to prevent recurrence

G. Problem and incident analysis and the provision of associated reporting back to the Contracting Body

H. Resolution of problems and incidents, to include developing workarounds and fixes

I. Assuring all patches/fixes/workarounds/updates/new releases in a test environment

J. Release management of new or updated software, including applying patches, fixes, workarounds, updates and new releases

K. Proactive identification and resolution of future incidents – via remote monitoring, remote

diagnosis and remote resolution (where Contracting Bodies' security policies and protocols permit the required level of remote system access)

L. Advisory services on the implementation of patches, fixes, workarounds, updates and new releases for which the Contracting Body has rights to deploy/is licensed to use by the relevant software owner

M. Development, testing and implementation of all necessary updates to ensure that the Other Non-Specified Enterprise Application Software captures any and all changes made to the external operating parameters by relevant government mandates (to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies) and complies with these to undertake all processing in accordance with such revisions (or where such bug fixes are available from the relevant software owner, advisory services in the implementation thereof)

N. Monitoring of the operation of the Other Non-Specified Enterprise Application Software in order to assure application and information availability and integrity

O. Maintaining and sharing a knowledge base of known issues, errors and solutions in respect of the Other Non-Specified Enterprise Application Software; and

P. Assistance with upgrading, replacing, or otherwise changing (including decommissioning) the Other Non-Specified Enterprise Application Software.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72510000 Computer-related management services, 72267000 Software maintenance and repair services, 72261000 Software support services, 72211000 Programming services of systems and user software, 72200000 Software programming and consultancy services, 72300000 Data services, 72500000 Computer-related services, 72900000 Computer back-up and catalogue conversion services, 72265000 Software configuration services, 72600000 Computer support and consultancy services

3) Quantity or scope

4) Indication about different time frame or duration

Duration in months: 48 (from the award of the contract)

5) Additional information about lots

The Framework Agreement will have an Initial Period of 2 years with the option to extend for two subsequent 12 month periods.

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Potential Providers 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 the Authority or proposed by Potential Providers 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. Contract performance conditions

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

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: 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').

(Project Specific – please delete the following text if not using the eSourcing tool and replace with guidance on expressing an interest)

This procurement will be managed electronically via the Government Procurement Service's 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 GPS 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://gps.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@gps.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. Government Procurement Service 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 Government Procurement Service Helpdesk: Freephone: +44 3450103503

email: supplier@gps.gsi.gov.uk.

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

III.2.2. Economic and financial ability

List and brief description of conditions: Potential Providers 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 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 and professional ability

List and brief description of conditions:

Potential Providers 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 Authority may have regard to any of the following means in its assessment:

(a) a list of the works carried out over the past five years, accompanied by certificates of satisfactory execution for the most important works. These certificates shall indicate the value, date and site of the works and shall specify whether they were carried out according to the rules of the trade and properly completed. Where appropriate, the competent authority shall submit these certificates to the contracting authority direct;

(b) a list of the principal deliveries effected or the main services provided in the past three 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;

(c) 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;

(d) 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;

(e) where the products or services to be supplied are complex or, exceptionally, are required for a special purpose, a check carried out by the contracting authorities or on their behalf by a competent official body of the country in which the supplier or service provider is established, subject to that body's agreement, on the production capacities of the supplier or the technical capacity of the service provider and, if necessary, on the means of study and research which are available to it and the quality control measures it will operate;

(f) the educational and professional qualifications of the service provider or contractor and/or those of the undertaking's managerial staff and, in particular, those of the person or persons responsible for providing the services or managing the work;

(g) for public works contracts and public services contracts, and only in appropriate cases, an indication of the environmental management measures that the economic operator will be able to apply when performing the contract;

(h) a statement of the average annual manpower of the service provider or contractor and the number of managerial staff for the last three years;

(i) a statement of the tools, plant or technical equipment available to the service provider or

contractor for carrying out the contract;

(j) an indication of the proportion of the contract which the services provider intends possibly to subcontract;

(k) with regard to the products to be supplied: (i) samples, descriptions and/or photographs, the authenticity of which must be certified if the contracting authority so requests; (ii) certificates drawn up by official quality control institutes or agencies of recognised competence attesting the conformity of products clearly identified by references to specifications or standards.

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. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

RM 1032

IV.3.2. Previous publication concerning this procedure

Prior information notice

of 26.7.2013

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

17.2.2014 - 15:00

IV.3.5.

Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

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

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

IV.3.8. Conditions for opening of tenders

Date: 17.2.2014 - 15:01

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 procurement 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, the Authority 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 the Authority. 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://gps.cabinetoffice.gov.uk/about-government-procurement-service/transparency-and-accountability/transparency-procurement>

The 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 Potential Providers. If the 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 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.

Potential Providers should note that Central Government Bodies (Central Government Departments and their Arms Length Bodies and Executive Agencies) may contract for EASS via a central contracting authority. For all other customers outside of this group the customer

will contract directly for EASS.

The Contracting Authority may enter into all call-off contracts on behalf of such Central Government contracting bodies but once such call-off contracts are established, each such other contracting body will then be responsible for work orders, instructions, contract and performance management, dispute resolution and payment of Suppliers

The Authority wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

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

<http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-322090>

Local Authorities

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

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

NDPBs

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/a-f>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/g-l>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/m-r>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/s-z>

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

Fire and Rescue Services in the United Kingdom

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

<http://dontgivefireahome.org/contacts>

NHS Bodies England

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

<http://www.nhs.uk/servicedirectories/Pages/PrimaryCareTrustListing.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/StrategicHealthAuthorityListing.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.charity-commission.gov.uk/>

<http://www.oscr.org.uk/>

<http://www.charitycommissionni.org.uk/>

Citizens Advice in the United Kingdom

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

www.cas.org.uk

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

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 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

www.apuc-scot.ac.uk

http://www.sfc.ac.uk/about_the_council/council_funded_institutions

[/WhoWeFundUniversities.aspx](http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundUniversities.aspx)

[http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundColleges.](http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundColleges.aspx)

[aspx](http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundColleges.aspx)

Scottish Police

<http://www.scottish.police.uk/>

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&Su](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isprimaryschool&bSubmit=1&Su)

Secondary Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?>

[schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Su](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Su)

Special Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=5>

Welsh Public Bodies

National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:

www.buy4wales.co.uk/UsefulResources/contractsframeworks/organisationlist/poaplist.html?cat=14318

<http://www.assemblywales.org/abthome/abt-links.htm>

<http://new.wales.gov.uk/about/civilservice/directorates/?lang=en>

Schools

<http://wales.gov.uk/topics/statistics/about/reference/schooladdress>

Universities

http://www.wales.com/en/content/cms/english/study/wales_universities/wales_universities.aspx

FE Colleges

http://www.collegeswales.ac.uk/en-GB/wales_colleges-42.aspx

Welsh Government Sponsored Bodies

<http://wales.gov.uk/about/recruitment/ouropportunities/publicapps/pubbb>

NHS Wales

<http://www.wales.nhs.uk/ourservices/directory>

<https://www.buy4wales.co.uk/UsefulResources/contractsframeworks/organisationlist/poaplist.html?cat=14318>

Housing Associations – registered Social Landlords Wales

<http://www.wao.gov.uk/reportsandpublications/housingassociations.asp>

Social Care Wales

<http://www.wlga.gov.uk/authorities>

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.deni.gov.uk/index/facts-and-figures-new/education-statistics/32_statistics_and_research-numbersofschoolsandpupils_pg/32_statistics_and_research-schoolleveldata_pg/statistics_and_research-school_enrolment_1112.htm

Universities in Northern Ireland

<http://www.deni.gov.uk/links.htm>

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.psni.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

The National Citizen Service (NCS) <https://www.ncsyes.co.uk/contact>.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

16.1.2014