

**United Kingdom-Winchester: Industry specific software package**

OJ S 15/2019 22/01/2019

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Hampshire County Council

Postal address: The Castle

Town: Winchester

NUTS code: UKJ3 Hampshire and Isle of Wight

Postal code: SO23 8UJ

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)**Internet address(es):**Main address: [www.hants.gov.uk](http://www.hants.gov.uk)Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>**I.1. Name and addresses**

Official name: Bedford Borough Council

Postal address: Borough Hall

Town: Bedford

NUTS code: UKH24 Bedford

Postal code: MK42 9AP

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)**Internet address(es):**Main address: [www.hants.gov.uk](http://www.hants.gov.uk)Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>**I.1. Name and addresses**

Official name: Buckinghamshire County Council

Postal address: Walton Street

Town: Aylesbury

NUTS code: UKJ13 Buckinghamshire CC

Postal code: HP20 1UA

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)**Internet address(es):**Main address: [www.hants.gov.uk](http://www.hants.gov.uk)Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>**I.1. Name and addresses**

Official name: Central Bedfordshire Council

Postal address: Bassett Road

Town: Leighton Buzzard

NUTS code: UKH25 Central Bedfordshire  
Postal code: LU7 1AT  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Coventry City Council  
Postal address: Earl Street  
Town: Coventry  
NUTS code: UKG33 Coventry  
Postal code: CV1 5RR  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Dorset County Council  
Postal address: County Hall  
Town: Dorchester  
NUTS code: UKK22 Dorset CC  
Postal code: DX1 1XJ  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Essex County Council  
Postal address: County Hall  
Town: Chelmsford  
NUTS code: UKH3 Essex  
Postal code: CM1 1QH  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Hertfordshire County Council  
Postal address: County Hall  
Town: Hertford  
NUTS code: UKH23 Hertfordshire  
Postal code: SG13 8DQ  
Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Kent County Council

Postal address: County Hall

Town: Maidstone

NUTS code: UKJ4 Kent

Postal code: ME14 1XQ

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Luton Borough Council

Postal address: Corporate Procurement

Town: Luton

NUTS code: UKH21 Luton

Postal code: LU1 2LJ

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Milton Keynes Borough Council

Postal address: Civic Office

Town: Milton Keynes

NUTS code: UKJ12 Milton Keynes

Postal code: MK9 3EJ

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Northampton Borough Council

Postal address: The Guildhall

Town: Northampton

NUTS code: UKF2 Leicestershire, Rutland and Northamptonshire

Postal code: NN1 1DE

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Northamptonshire County Council

Postal address: 46 Barrack Rd

Town: Northampton

NUTS code: UKF2 Leicestershire, Rutland and Northamptonshire

Postal code: NN1 4XS

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Oxfordshire County Council

Postal address: County Hall

Town: Oxford

NUTS code: UKJ14 Oxfordshire

Postal code: OX1 1ND

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Portsmouth City Council

Postal address: Civic Offices

Town: Portsmouth

NUTS code: UKJ31 Portsmouth

Postal code: PO1 2AL

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Medway Council

Postal address: Gun Wharf

Town: Kent

NUTS code: UKJ41 Medway

Postal code: ME4 4TR

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Suffolk County Council

Postal address: Endeavour House  
Town: Ipswich  
NUTS code: UKH14 Suffolk  
Postal code: IP1 2BX  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: West Sussex County Council  
Postal address: County Hall  
Town: Chichester  
NUTS code: UKJ2 Surrey, East and West Sussex  
Postal code: PO19 1RQ  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Brighton & Hove City Council  
Postal address: Bartholomew House  
Town: Brighton  
NUTS code: UKJ21 Brighton and Hove  
Postal code: BN1 1JS  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: East Sussex County Council  
Postal address: County Hall  
Town: Lewes  
NUTS code: UKJ2 Surrey, East and West Sussex  
Postal code: BN7 1UE  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Surrey County Council  
Postal address: County Hall  
Town: Kingston upon Thames  
NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: KT1 2DN  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Hampshire Fire and Rescue Service  
Postal address: Leigh Road  
Town: Eastleigh  
NUTS code: UKJ3 Hampshire and Isle of Wight  
Postal code: SO50 9SJ  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Hampshire Constabulary  
Postal address: Leigh Road  
Town: Eastleigh  
NUTS code: UKJ3 Hampshire and Isle of Wight  
Postal code: SO50 9SJ  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Hammersmith and Fulham Council  
Postal address: Town Hall, King Street  
Town: Hammersmith  
NUTS code: UKI33 Kensington & Chelsea and Hammersmith & Fulham  
Postal code: W6 9JU  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)  
**Internet address(es):**  
Main address: [www.hants.gov.uk](http://www.hants.gov.uk)  
Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: Westminster City Council  
Postal address: Westminster City Hall, 64 Victoria Street  
Town: Westminster  
NUTS code: UKI32 Westminster  
Postal code: SW1E 6QP  
Country: United Kingdom  
E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.1. Name and addresses**

Official name: The Royal Borough of Kensington and Chelsea

Postal address: Town hall, Horton Street

Town: London

NUTS code: UKI33 Kensington & Chelsea and Hammersmith & Fulham

Postal code: W8 7NX

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

**Internet address(es):**

Main address: [www.hants.gov.uk](http://www.hants.gov.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/hampshire>

**I.2. Information about joint procurement**

The contract involves joint procurement

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://in-tendhost.co.uk/hampshire>

Additional information can be obtained from the abovementioned address

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

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Membership, Booking and EPOS Solution

Reference number: CC12664A

**II.1.2. Main CPV code**

48100000 Industry specific software package

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Hampshire is in the top ten of the largest counties by land area, with a population of 1 320 000. Each year Hampshire is visited by 4 500 000 staying visitors and a further 52 000 000 day visitors. The County Council provides a mix of services to its residents and visitors including, archives and records service, 48 libraries and discovery centre's, over 80 countryside sites including; 5 major country parks, outdoor centres providing leisure activities, plus other visitor attractions.

There has been a long-standing requirement to have a unified membership, booking and electronic point of sales solution across the Culture, Communities and Business Services (CCBS) Directorate within Hampshire County Council.

#### **II.1.5. Estimated total value**

Value excluding VAT: 5 000 000,00 GBP

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

48627000 Real-time operating system software package, 48110000 Point of sale (POS) software package, 72212110 Point of sale (POS) software development services, 30142200 Cash registers, 55000000 Hotel, restaurant and retail trade services, 48400000 Business transaction and personal business software package, 48480000 Sales, marketing and business intelligence software package

#### **II.2.3. Place of performance**

NUTS code: UKJ3 Hampshire and Isle of Wight

#### **II.2.4. Description of the procurement**

Hampshire County Council are looking to establish a 4 (four) year framework, the call off contracts under the framework will have a max term of 10 years (Ten).

The total max budget has been approved by Hampshire County Council is 5 000 000 GBP across the maximum call off term allowing for all requirements, however there is no obligation on Hampshire County Council to utilise the framework or enter into any call off contracts.

The Authority is undertaking a competition in accordance with the Official Journal of the European Union for Membership, Booking and EPOS solution, with the intent of appointing a single supplier framework for the specified work.

Any Framework Agreement awarded as a result of this procurement process will be for a Software as a Service (SaaS) solution, Hardware and supporting services for a membership, booking and EPOS solution with upgrades to include any application software, third party software, and/or reporting tools required to operate the solution effectively. The Framework Agreement will include initial set up/implementation of the solution and ongoing support and maintenance services

The Authority is seeking the provision of necessary system components required to deliver the proposed solution, including, but not limited to:

Membership System

Bookings System

EPOS System

Supporting Software (Stock and Sales)

Maintenance and Support contract for up to 10 years

Training and Implementation.

Assistance with the loading/migrating of existing records via text files e.g. csv or xml is required.

HCC envisage that where possible suppliers will utilise, reuse, recycle or sell existing Hardware which HCC own in order to reduce waste.

The Authority is also seeking rate cards for expert technical consultancy related to the solution. This is optional and may or may not be required during the term of the framework.

There is further opportunity to provide rates for additional elements of your services which would assist HCC in achieving their objectives but are not covered in our requirements. Rate/s should be included in the non-scored section of the Tenderers Response Sheet.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 5 000 000,00 GBP

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 120

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

Please refer to the invitation to tender and the contract terms and condition for full information covering options.

**II.2.13. Information about European Union funds**

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

**II.2.14. Additional information**

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**Section III: Legal, economic, financial and technical information**

**III.1. Conditions for participation**

**III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Bidders must comply with the online selection questionnaire (SQ)

Various additional pass fail criteria apply as listed below:

Provide either Parent Company Guarantee/Performance Bond.

Compliance with Modern Slavery Act (if applicable company).

Insurance – Minimum Standard of 5 000 000 GBP Public Liability, 5 000 000 GBP Employers Liability, 2 000 000 GBP Professional Indemnity.

Provision of additional insurance upon request if requiring an Increase in held levels.

Agree to Continuous Accreditation ISO 27001

Agree to comply with Equalities Regulations

Agree to comply with Cloud Questions

**III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

**III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **III.2. Conditions related to the contract**

### **III.2.2. Contract performance conditions**

Please refer to the procurement documentation.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement  
Framework agreement with a single operator

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2018/S 173-392498](#)

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 22/02/2019 Local time: 14:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

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

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 22/02/2019 Local time: 14:01

Place:

Hampshire County Council Offices, Winchester, Hampshire.

Information about authorised persons and opening procedure: Authorised Officers appointed by HCC and Procurement Support Team, appointed by HCC. The procedure is as used by the in-tend portal.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

To participate, please register at <https://in-tendhost.co.uk/hampshire> and complete and submit the Tender Return.

The "Help" or "Information for Suppliers" buttons on the portal provide detailed step by step guides but the project is accessed by:

- logging into in-tend (once registered),
- selecting “View Details” on the relevant advert (Membership, Booking and EPOS Solution CC12664A),
- clicking the “Express Interest” tab,
- following the on-screen instructions,
- please make sure you complete and submit the tender return as per the instructions.

With reference to II.3, the contract notice will be published on the contracts finder and Hampshire County.

Council e-tendering portal in-tend.

Responses to this invitation to tender and all correspondence must be via the in-tend portal.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Hampshire County Council

Postal address: The Castle

Town: Winchester

Postal code: S023 8UJ

Country: United Kingdom

E-mail: [procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

Telephone: +44 1962832323

##### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

As set out in the Public Contract Directive 2014/24/EU.

##### **VI.5. Date of dispatch of this notice**

18/01/2019