

United Kingdom-London: Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

OJ S 20/2021 29/01/2021

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Post Office Ltd

Postal address: Finsbury Dials, 20 Finsbury St

Town: London

NUTS code: UK United Kingdom

Postal code: EC2Y 9AQ

Country: United Kingdom

Contact person: Wendy Luczywo

E-mail: wendy.luczywo@postoffice.co.uk**Internet address(es):**Main address: <http://www.postoffice.co.uk>Address of the buyer profile: <http://www.postoffice.co.uk>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

Post Office Banking Automation

Reference number: 2019/S 027-060289 (Bravo 383 / Web3 AA1056)

II.1.2. Main CPV code

50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

II.1.3. Type of contract

Services

II.1.4. Short description

The provision of transaction processing, managed services and hardware for the automation of a proportion of 11 500 Post Office branches made up of five (5) lots:

Lot 1: Provision of a highly resilient, compliant and secure platform providing ATM switching to LINK and other Schemes;

Lot 2: Provision of multi-vendor software, telecommunications services, hardware installation and maintenance services, monitoring and helpdesk, fraud and security solutions, cash management, balancing and disputes management and other self-service operational services including provision of management information;

Lot 3: ATM hardware;

Lot 4: A range of self-service hardware including but not limited to deposit and cash recycling equipment; and

Lot 5: Teller cash automation supply but is not limited to cash recycling hardware.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 357 000 000,00 GBP

II.2. Description

II.2.1. Title

Banking Automation Managed Services

Lot No: Two

II.2.2. Additional CPV code(s)

32000000 Radio, television, communication, telecommunication and related equipment, 32400000 Networks, 32500000 Telecommunications equipment and supplies, 48100000 Industry specific software package, 48170000 Compliance software package, 30000000 Office and computing machinery, equipment and supplies except furniture and software packages, 48200000 Networking, Internet and intranet software package, 48211000 Platform interconnectivity software package, 48213000 Operating system enhancement software package, 48214000 Network operating system software package, 48219000 Miscellaneous networking software package, 48620000 Operating systems, 48730000 Security software package, 48731000 File security software package, 48732000 Data security software package, 48760000 Virus protection software package, 48761000 Anti-virus software package, 48780000 System, storage and content management software package, 48781000 System management software package, 48782000 Storage management software package, 48783000 Content management software package, 48790000 Version checker software package, 50000000 Repair and maintenance services, 50320000 Repair and maintenance services of personal computers, 50700000 Repair and maintenance services of building installations, 51000000 Installation services (except software), 51300000 Installation services of communications equipment, 51340000 Installation services of line telephony equipment, 51600000 Installation services of computers and office equipment, 51610000 Installation services of computers and information-processing equipment, 66000000 Financial and insurance services, 66152000 Financial market regulatory services, 66170000 Financial consultancy, financial transaction processing and clearing-house services, 66171000 Financial consultancy services, 66180000 Foreign exchange services, 66600000 Treasury services, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72500000 Computer-related services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72800000 Computer audit and testing services, 79990000 Miscellaneous business-related services

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: UNITED KINGDOM.

II.2.4. Description of the procurement

- A single software platform that is capable of supporting multi-vendor hardware for all POL banking automation and self-service transactions;
- a software stack operating system, application software for driving self-service devices, able to present multiple issuer customer screens;
- software to enable secure remote downloads and storage of data to meet Scheme regulations e.g. electronic journals;
- an asset management database including data to support Scheme compliance reporting;
- a monitoring solution to identify faults (multi-vendor capable) and produce actions based on agreed business rules, diagnostics and real time event alerts;
- real time, regular and ad-hoc management information on the performance of all services;
- solutions to enable on screen advertising;
- enabling digital services through advertising i.e QR codes and printed media such as vouchers;
- telecommunications — New PSTN lines or takeover of existing;
- a suitable telecommunications solution to support the processing of transactions such as an ADSL solution with back up e.g. GRPS and maintenance of all lines and services including router and maintenance.

Real time performance reports. Security and Fraud — On-device security and fraud solutions to support multi-vendor banking automation equipment. Including but not limited to:

- physical security such as safes, locks, plinths, secure rooms, anchoring solutions, etc.;
- anti-skimming protection;
- gas attack prevention solution;
- note degradation systems such as ink dye and glue;
- tracking systems;
- smoke solutions;
- malware protection such as black box;
- encryption solutions e.g. dispenser encryption.

Installations, Moves and Changes (IMAC) services and other on-site operational services:

- site preparation including relevant permissions;
- site surveys, completing preparatory building works;
- device staging to enable 'plug and play' at customer's site locations;
- installation of devices in POL premises either owned directly by POL or by a POL Agent or any other POL nominated location, including any peripheral equipment i.e. security devices and enclosures and any furniture (or modification thereof);
- removal of obsolete devices and secure destruction with supporting evidence of any secure parts including but not limited to electronic pin pads (EPP's) and hard discs;
- relocation of devices either within the existing premises or to other POL locations.

Consumable provision:

- on-site training and training materials on maintenance and ATM balancing and any other training deemed relevant by POL to the Postmaster and their nominated staff;
- regular cleaning services;
- provision and installation and replacement of suitable branding, including but not limited to decals, light boxes fascia's, collars and off device branding;
- remote operational support services and device maintenance.

A customer helpdesk facility to support Postmasters and other third parties:

- a suitable fault management solution;

— options for the provision of first line and second line maintenance including service levels for new and legacy equipment — the service must be available nationwide to include NI;
— suitable parts for multi-vendor hardware and secure, compliant parts disposal.
ATM cash supply and cash management — options for the supply, delivery and optimisation of cash for automated devices.

Including but not limited to:

- cash forecasting (bulk and device);
- CiT services;
- PROV-N of data to enable effective management of cash and balancing differences;
- alerting of impending and actual cash outages and with trend analysis to enable cash availability;
- disputes and balancing.

A Scheme compliant disputes/chargebacks resolution service or data to resolve failed customer transactions and partial transactions, MI, LINK scheme membership.

II.2.5. Award criteria

Quality criterion - Name: Quality (method statements) / Weighting: 45 %

Quality criterion - Name: Contractual risk / Weighting: 10 %

Price - Weighting: 45 %

II.2.11. Information about options

Options: no

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

The contract term will be for an initial period of 60 months with renewal options to extend up to a period of 84 months.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive dialogue

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

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: [2019/S 027-060289](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: eCAF831 - Lot 2

Lot No: Two

Title:

Banking Automation Managed Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

07/09/2020

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Cennox Ltd

Postal address: Admiralty Way

Town: Camberley

NUTS code: UK United Kingdom

Postal code: GU15 3DT

Country: United Kingdom

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 310 000 000,00 GBP

Total value of the contract/lot: 26 000 000,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Postal address: Royal Courts of Justice, The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Post Office has provided notification of intent to award which will allow bidders a 10-day period to raise any enquiry.

VI.5. Date of dispatch of this notice

26/01/2021