

**United Kingdom-Norwich: Electronic mail services**

OJ S 38/2014 22/02/2014

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

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

Contact person: The above mentioned contact points(s)

For the attention of: ICT Aggregation Team

E-mail: [supplier@ccs.gsi.gov.uk](mailto:supplier@ccs.gsi.gov.uk)

Telephone: +44 3450103503

**Internet address(es):**

General address of the contracting authority: <http://ccs.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**

RM1085 Managed eMail.

**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: 20

#### **Duration of the framework agreement**

Duration in years: 2

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

Estimated value excluding VAT:

Range: between 120 000 000 and 350 000 000 GBP

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

Government Procurement Service as the Contracting Authority 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 Central Government Departments and their Arm's Length Bodies and Agencies, Non Departmental Public Bodies, NHS bodies and Local Authorities.

The above Public Sector Bodies have a need for a framework agreement for the delivery of managed eMail services (the Services) which will be delivered at a minimum of IL2 (Official). Each implementation of the Services will comprise core components and common components; and may include supplementary components. Further information on the services can be found at II.2.1 of this notice.

Sustainability:

The sustainability of Services offered under the framework agreement will be a component part in reducing Contracting Authorities' carbon footprints, not only in energy consumption but also in enabling further wider reduction in sustainability impacts. In addition, the sustainability of framework agreement suppliers' sources of supply should be a key consideration.

Potential Providers will be expected to assist customers in delivering the Greening Government commitments (see links below):

<http://sd.defra.gov.uk/gov/green-government/commitments/>

[http://c15024310.r10.cf2.rackcdn.com/greening\\_government\\_ict.pdf](http://c15024310.r10.cf2.rackcdn.com/greening_government_ict.pdf)

We welcome proposals on how industry could help customers meet these commitments, or any other suggestions on how sustainability can be met in this space.

Equalities and Social Values Acts:

The provisions of the Equalities and Social Values Acts will apply to this framework agreement and any call off orders placed by Contracting Bodies, Potential Providers will be expected to support Contracting Bodies with meeting their obligation under this act.

Reducing Costs:

We are particularly interested in understanding how we can reduce costs, and invite innovative proposals to lower both demand and price whilst supporting Contracting Bodies diverse business needs. Maintaining currency of pricing is also a key deliverable.

We are seeking to attract the widest possible industry representation on this framework agreement, and aim to design the procurement to have a broad appeal. We welcome interest from the whole Potential Provider base including small, medium and large local, regional and national players, all of whom are encouraged to bid for this opportunity either independently or through consortia groupings.

### **II.1.6. CPV code(s)**

64216120 Electronic mail services, 32400000 Networks, 32412110 Internet network, 32412120 Intranet network, 32413100 Network routers, 32510000 Wireless telecommunications system, 32581000 Data-communications equipment, 48000000 Software package and information systems, 48100000 Industry specific software package, 48200000 Networking, Internet and intranet software package, 48219100 Gateway software package, 48219700 Communications server software package, 48223000 Electronic mail software package, 48515000 Video conferencing software package, 48517000 IT software package, 48613000 Electronic data management (EDM), 48710000 Backup or recovery software package, 48730000 Security software package, 48731000 File security software package, 48732000 Data security software package, 48750000 Storage media loading software package, 48760000 Virus protection software package, 48761000 Anti-virus software package, 48780000 System, storage and content management software package, 48783000 Content management software package, 48800000 Information systems and servers, 48811000 E-mail system, 48982000 Configuration management software package, 48987000 Debugging software package, 64212100 Short Message Service (SMS) services, 64212200 Enhanced Messaging Service (EMS) services, 64212300 Multimedia Message Service (MMS) services, 64212400 Wireless Application Protocol (WAP) services, 64216000 Electronic message and information services, 64216100 Electronic message services, 64216110 Electronic data exchange services, 64216200 Electronic information services, 64216210 Value-added information services, 64221000 Interconnection services, 64223000 Paging services, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72212100 Industry specific software development services, 72212223 Electronic mail software development services, 72212515 Video conferencing software development services, 72212732 Data security software development services, 72212760 Virus protection software development services, 72212761 Anti-virus software development services, 72212780 System, storage and content management software development services, 72212781 System management software development services, 72212782 Storage management software development services, 72212900 Miscellaneous software development services and computer systems, 72212985 Debugging software development services, 72222300 Information technology services, 72227000 Software integration consultancy services, 72246000 Systems consultancy services, 72250000 System and support services, 72251000 Disaster recovery services, 72253000 Helpdesk and support services, 72253200 Systems support services, 72260000 Software-related services, 72261000 Software support services, 72262000 Software development services, 72263000 Software implementation services, 72265000 Software configuration services, 72268000 Software supply services, 72300000 Data services, 72310000 Data-processing services, 72312100 Data preparation services, 72313000 Data capture services, 72314000 Data collection and collation services, 72315000 Data network management and support services, 72315100 Data network support services, 72315200 Data network management services, 72317000 Data storage services, 72500000 Computer-related services, 72511000 Network management software services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 92512000 Archive services, 98391000 Decommissioning 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**

The Services available under the Managed eMail framework agreement Services will comprise of 3 components and will need to be delivered at a minimum of IL2 (Official).

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

The framework agreement is divided into Lots based upon the size of managed email service implementation rather than technology deployed. Therefore the Services will be the same in each of the three Lots; and Suppliers will be differentiated on their capability to meet the volume requirements in each Lot.

Lot 1 - Small Volume Email Implementation (up to 9999 Mailboxes) Five (5) Awarded Places for Lot 1 Suppliers (plus Five (5) Reserved Places for Lot 2 Suppliers, Ten (10) Reserved Places for Lot 3 Suppliers meaning Twenty (20) Suppliers in total).

Lot 2 - Medium Volume Email Implementation (between 10000 and 99999 Mailboxes) Five (5) Awarded Places for Lot 2 Suppliers (plus Ten (10) Reserved Places for Lot 3 Suppliers meaning Fifteen (15) Suppliers in total).

Lot 3 - Large Volume Email Implementation (100000+ Mailboxes) Ten (10) suppliers.

Please note as described in paragraph 3 in Attachment 1 to the ITT Instructions suppliers will only be awarded a single framework agreement. Suppliers that are awarded a place on Lot 3 will be granted a reserved place on Lots 1 and 2. Likewise, suppliers that are awarded a place on Lot 2 will be granted a reserved place on Lot 1.

Government Procurement Service 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).

### **II.2.2. Information about options**

Options: yes

Description of options: Option for up to maximum 2 years extension period provided 3 months written notice prior to expiry of initial period.

### **II.2.3. Information about renewals**

## **II.3. Duration of the contract or time limit for completion**

Duration in months: 24 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Small Volume Email Implementation (up to 9999 mailboxes)

**1) Short description**

Lot 1 - Small Volume Email Implementation (up to 9999 Mailboxes)

Managed eMail Service as described in ITT Attachment 6 Framework Schedule 2 Services and Key Performance Indicators.

The list of services to be provided but not limited to:

Delivery of managed eMail services (the Services) which will delivered at a minimum of IL2 (Official).

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

**2) CPV code(s)**

64216120 Electronic mail services, 48200000 Networking, Internet and intranet software package, 64216200 Electronic information services, 72268000 Software supply services, 72212732 Data security software development services, 48810000 Information systems, 48982000 Configuration management software package, 72212780 System, storage and content management software development services, 72212781 System management software development services, 48731000 File security software package, 72310000 Data-processing services, 64212300 Multimedia Message Service (MMS) services, 72317000 Data storage services, 32581000 Data-communications equipment, 72260000 Software-related services, 48783000 Content management software package, 64221000 Interconnection services, 72314000 Data collection and collation services, 48223000 Electronic mail software package, 72265000 Software configuration services, 64216110 Electronic data exchange services, 72227000 Software integration consultancy services, 64216210 Value-added information services, 48710000 Backup or recovery software package, 32400000 Networks, 72253000 Helpdesk and support services, 48000000 Software package and information systems, 30230000 Computer-related equipment, 98391000 Decommissioning services, 32413100 Network routers, 48760000 Virus protection software package, 48517000 IT software package, 72315100 Data network support services, 32412110 Internet network, 72315000 Data network management and support services, 64212200 Enhanced Messaging Service (EMS) services, 72212761 Anti-virus software development services, 72212760 Virus protection software development services, 64216000 Electronic message and information services, 72212900 Miscellaneous software development services and computer systems, 48219100 Gateway software package, 92512000 Archive services, 64212400 Wireless

Application Protocol (WAP) services, 72212223 Electronic mail software development services , 72500000 Computer-related services, 64223000 Paging services, 72212985 Debugging software development services, 72300000 Data services, 48780000 System, storage and content management software package, 72315200 Data network management services, 72261000 Software support services, 48219700 Communications server software package, 72312100 Data preparation services, 48613000 Electronic data management (EDM), 48732000 Data security software package, 72222300 Information technology services, 48987000 Debugging software package, 48515000 Video conferencing software package, 64212100 Short Message Service (SMS) services, 72313000 Data capture services, 72412000 Electronic mail service provider, 32412120 Intranet network, 72212782 Storage management software development services, 72212100 Industry specific software development services, 72253100 Helpdesk services, 48100000 Industry specific software package, 72263000 Software implementation services, 72246000 Systems consultancy services, 72212515 Video conferencing software development services, 32510000 Wireless telecommunications system, 72251000 Disaster recovery services, 64216100 Electronic message services, 72253200 Systems support services, 48800000 Information systems and servers, 72511000 Network management software services, 72262000 Software development services, 48750000 Storage media loading software package, 72200000 Software programming and consultancy services, 48761000 Anti-virus software package, 72600000 Computer support and consultancy services, 48730000 Security software package

### **3) Quantity or scope**

Suppliers that are awarded framework agreements must be able to supply organisations with managed eMail service up to 9,999 mail boxes

### **4) Indication about different time frame or duration**

### **5) Additional information about lots**

In order to be awarded a place on Lot 1 suppliers must be capable of delivering all of the Core Components and Common Components. Suppliers must be able to handle and manage up to 9,999 mail boxes for any single implementation.

A maximum of 5 suppliers (plus 5 reserved places for Lot 2 suppliers and 10 reserved places for Lot 3 suppliers; meaning 20 capable suppliers in total) shall be awarded a framework agreement for Lot 1.

Lot No: 2

Lot title: Medium Volume Email Implementation (between 10000 and 99999 Mailboxes)

#### **1) Short description**

Medium Volume Email Implementation (between 10000 and 99999 Mailboxes)

Managed eMail Service as described in ITT Attachment 6 Framework Schedule 2 Services and Key Performance Indicators.

The list of services to be provided but not limited to:

Delivery of managed eMail services (the Services) which will be delivered at a minimum of IL2 (Official).

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

## 2) CPV code(s)

64216120 Electronic mail services, 72315000 Data network management and support services , 72251000 Disaster recovery services, 32412110 Internet network, 72212985 Debugging software development services, 48613000 Electronic data management (EDM), 72263000 Software implementation services, 72511000 Network management software services, 48732000 Data security software package, 48730000 Security software package, 72315200 Data network management services, 64212300 Multimedia Message Service (MMS) services, 72312100 Data preparation services, 48750000 Storage media loading software package, 72212900 Miscellaneous software development services and computer systems, 48987000 Debugging software package, 48761000 Anti-virus software package, 72315100 Data network support services, 48710000 Backup or recovery software package, 48219700 Communications server software package, 72313000 Data capture services, 72212100 Industry specific software development services, 64216000 Electronic message and information services, 72212781 System management software development services, 64216210 Value-added information services, 48811000 E-mail system, 72412000 Electronic mail service provider, 92512000 Archive services, 72262000 Software development services, 72212760 Virus protection software development services, 48517000 IT software package, 72700000 Computer network services, 48515000 Video conferencing software package, 64216100 Electronic message services, 64212400 Wireless Application Protocol (WAP) services, 72227000 Software integration consultancy services, 48760000 Virus protection software package, 72261000 Software support services, 48780000 System, storage and content management software package, 72265000 Software configuration services, 32412120 Intranet network, 72212782 Storage management software development services, 48200000 Networking, Internet and intranet software package, 72310000 Data-processing services, 72600000 Computer support and consultancy services, 72253100 Helpdesk services, 72212761 Anti-virus software development services, 64212100 Short Message Service (SMS) services, 72253200 Systems support services, 72200000 Software programming and consultancy services, 64216110 Electronic data exchange services, 48783000 Content management software package, 72317000 Data storage services, 72253000 Helpdesk and support services, 30230000 Computer-related equipment, 72212732 Data security software development services, 48223000 Electronic mail software package, 72260000 Software-related services, 64221000 Interconnection services, 64212200 Enhanced Messaging Service (EMS) services, 48982000 Configuration management software package, 72212515 Video conferencing software development services, 72250000 System and support services, 64216200 Electronic information services, 72000000 IT services: consulting, software development, Internet and support, 48800000 Information systems and servers, 48219100 Gateway software package, 72300000 Data services, 48731000 File security software package , 72222300 Information technology services, 72212780 System, storage and content management software development services, 32581000 Data-communications equipment, 72500000 Computer-related services, 48000000 Software package and information systems,

32510000 Wireless telecommunications system, 72246000 Systems consultancy services, 72268000 Software supply services, 98391000 Decommissioning services, 72212223 Electronic mail software development services, 72314000 Data collection and collation services, 32400000 Networks, 32413100 Network routers, 48100000 Industry specific software package, 48810000 Information systems

**3) Quantity or scope**

10,000 to 99,999 eMail mail boxes

**4) Indication about different time frame or duration**

**5) Additional information about lots**

In order to be awarded a place on Lot 2 suppliers must be capable of delivering all of the Core Components and Common Components. Suppliers must be able to handle and manage up to 99,999 mail boxes for any single implementation.

A maximum of 5 suppliers (plus 10 reserved places for Lot 3 suppliers; meaning 15 capable suppliers in total) shall be awarded a framework agreement for Lot 2.

Lot No: 3

Lot title: Large Volume Email Implementation (100,000+ Mailboxes)

**1) Short description**

Large Volume Email Implementation (100,000+ Mailboxes)

Managed eMail Service as described in ITT Attachment 6 Framework Schedule 2 Services and Key Performance Indicators.

The list of services to be provided but not limited to:

Delivery of managed eMail services (the Services) which will delivered at a minimum of IL2 (Official).

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

**2) CPV code(s)**

64216120 Electronic mail services, 72212100 Industry specific software development services , 72265000 Software configuration services, 32412110 Internet network, 64216210 Value-added information services, 72315100 Data network support services, 98391000 Decommissioning services, 72251000 Disaster recovery services, 72212781 System management software development services, 72317000 Data storage services, 72212760 Virus protection software development services, 48760000 Virus protection software package, 48223000 Electronic mail software package, 48710000 Backup or recovery software package,

72212223 Electronic mail software development services, 72253000 Helpdesk and support services, 48517000 IT software package, 48810000 Information systems, 72212515 Video conferencing software development services, 64212200 Enhanced Messaging Service (EMS) services, 72250000 System and support services, 48732000 Data security software package, 48811000 E-mail system, 72262000 Software development services, 64212400 Wireless Application Protocol (WAP) services, 72412000 Electronic mail service provider, 72212761 Anti-virus software development services, 72315200 Data network management services, 64216000 Electronic message and information services, 48515000 Video conferencing software package, 64212300 Multimedia Message Service (MMS) services, 48800000 Information systems and servers, 32412120 Intranet network, 48780000 System, storage and content management software package, 72313000 Data capture services, 72227000 Software integration consultancy services, 48761000 Anti-virus software package, 92512000 Archive services, 32581000 Data-communications equipment, 72268000 Software supply services, 32400000 Networks, 72212782 Storage management software development services, 32510000 Wireless telecommunications system, 48982000 Configuration management software package, 72261000 Software support services, 32413100 Network routers, 48613000 Electronic data management (EDM), 72253100 Helpdesk services, 48731000 File security software package, 48730000 Security software package, 72212900 Miscellaneous software development services and computer systems, 72312100 Data preparation services, 64212100 Short Message Service (SMS) services, 48750000 Storage media loading software package, 72200000 Software programming and consultancy services, 72000000 IT services: consulting, software development, Internet and support, 64221000 Interconnection services, 48783000 Content management software package, 72212780 System, storage and content management software development services, 30230000 Computer-related equipment, 72246000 Systems consultancy services, 72222300 Information technology services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72212732 Data security software development services, 48000000 Software package and information systems, 72212985 Debugging software development services, 72253200 Systems support services, 72511000 Network management software services, 48100000 Industry specific software package, 72500000 Computer-related services, 72300000 Data services, 64216110 Electronic data exchange services, 64216100 Electronic message services , 48219100 Gateway software package, 72263000 Software implementation services, 64223000 Paging services, 48200000 Networking, Internet and intranet software package, 72314000 Data collection and collation services, 48987000 Debugging software package, 72310000 Data-processing services, 72260000 Software-related services, 72315000 Data network management and support services, 48219700 Communications server software package

**3) Quantity or scope**

**4) Indication about different time frame or duration**

**5) Additional information about lots**

In order to be awarded a place on Lot 3 suppliers must be capable of delivering all of the Core Components and Common Components. Suppliers must be able to handle and manage more than 100,000 mail boxes for any single implementation.

In order to be awarded a place on Lot 3, Suppliers must be able to evidence an annual turnover of £40m or more during each of the previous 2 years. Where a consortium bid is proposed, then the members of that consortium can aggregate annual turnover in order to satisfy this requirement, subject to one consortium member accounting for at least 40% of the annual requirement. The turnover may result from operations in either the public or private

sector; and must in part cover the scope of this Lot.

A maximum of 10 suppliers shall be awarded a framework agreement for Lot 3.

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

---

### **III.1. Conditions related 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 Government Procurement Service or proposed by participants 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**

### **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").

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](mailto: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 Support Desk email: [eEnablement@gps.gsi.gov.uk](mailto:eEnablement@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: 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

Minimum level(s) of standards possibly required: As detailed in the ITT.

### **III.2.3. Technical and professional ability**

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 ITT.

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

Minimum level(s) of standards possibly required:  
As detailed in the ITT.

### **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: yes

Additional information about electronic auction: Government Procurement Service reserves the right to conduct an electronic auction at the Invitation to Tender (ITT) stage of this procurement. In such instances information will be provided to the Bidders as part of the ITT documentation.

### **IV.3. Administrative information**

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

RM1085

#### **IV.3.2. Previous publication concerning this procedure**

Prior information notice  
of 14.5.2013

#### **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**

3.4.2014 - 14:00

#### **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: 3.4.2014 - 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 procurement is related to a project and/or programme financed by European Union funds:  
no

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

Duration for Placing Orders: The duration referenced in Section II.1.4 is for the placing of Customer call off orders.

Contact Notice Values: The values provided in Sections II.2.1 and II.1.4 are only an estimate. We cannot guarantee to Suppliers any business through this framework agreement.

A Potential Providers Conference has been arranged as detailed below:

Location: Norwich Office Rosebery Court, St Andrews Business Park, Norwich, NR7 0HS, England

Date: Tuesday 11.3.2014.

Time: 10:30 : 15:30 hours

(Please note no refreshments provided – Cafe across road from Venue)

Potential Provider's Delegate Registration: Please send message via the eSourcing system.

Please insert Subject: "RM1085 Potential Providers Conference Registration" in body of email.

Please state: organisation name, delegate name, phone and email address and car registration if you are intending to travel by car.

Number of Delegates per organisation: Restricted to 1 only

Potential Provider's Registration for Conference Closes on: Friday 7.3.2014 at 17:00 hours.

Framework Agreement Period:

2 year period with option for up to maximum 2 years extension period provided 3 months written notice prior to expiry of initial period

Security:

Potential Providers must maintain a security policy which sets out the security measures to be implemented and maintained in accordance with ISO/IEC 27001, BS ISO/IEC 27002 or equivalent and the Information Security Management System for all Secure Managed eMail Services.

Impact Levels:

Services will need to be delivered at a minimum of IL2 (Official) in accordance with the requirements described in the ITT.

Past Performance:

The UK Government has developed an approach to ensuring that previous poor performance by suppliers can be taken into account and robustly assessed prior to entering into certain new contracts (as described in "Procurement Policy Note 09/12 – Taking Account of Bidders' Past Performance"). This will give Government confidence, based on past performance, that those awarded such contracts will perform them satisfactorily in accordance with their terms.

The policy is that, as part of any assessment of a Potential Provider's technical and professional ability, Contracting Bodies should ensure that any failure to discharge obligations under the previous principal relevant contracts of those who will be involved in performing the contract (if awarded to the Potential Provider) is taken into account in the assessment of whether specified minimum standards for reliability for such contracts are met.

In addition, under the policy, Contracting Bodies will re-assess reliability based on past performance before key points in the procurement process (i.e. short listing, preferred bidder status, conclusion of contract etc.). Potential Providers will accordingly be asked to update the evidence they provide in relation to past performance to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

In accordance with this policy, as part of the information to be submitted by Potential Providers in their tender for assessment against minimum standards of Technical Capacity Potential Providers must supply a list comprising a statement of all the relevant principal services provided in the previous 3 years by the Potential Provider, any Consortium members or Sub-Contractors that the Potential Provider will rely on to perform any resultant framework agreement. Details are included within the "Selection Questionnaire" element of the ITT accessible at <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1.

For the avoidance of doubt, 'relevant principal services' in this context is Managed eMail Services similar to those set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators), with a total contract value equal to or in excess of GBP 10m.

Transparency: Potential Providers should note that, in accordance with the UK Government's policies on transparency, Government Procurement Service 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 Government Procurement Service. The terms of the proposed framework agreement will also permit Public Sector Contracting Bodies, 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-rocurement-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 agreement between the Supplier and the specific requesting other Contracting Body. The Contracting Authority and other Contracting Bodies utilising the framework agreement reserve the right to use any electronic portal during the life of the agreement.

Private Sector Partners:

A Contracting Body that is availing of the Services under this Framework may require a Supplier to provide such Services to its private sector partners (i.e. parties from either the private or third sectors that are in partnership with or otherwise work alongside that Contracting Body) so that the Contracting Body can communicate with such private sector partners via email through a secure environment. Examples of private sector partners include but are not limited to; private healthcare providers, private doctors and nurses, pharmacists, optometrists, dentists, research agencies, legal professional, victim support services, charities : Government Procurement Service 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>

Please note Central Government departments may be subject to Government Digital Service approval before using the framework agreement

Local Authorities

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

[www.ubico.co.uk](http://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](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.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 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.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.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/](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](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>

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

Welsh Government Sponsored Bodies  
<http://wales.gov.uk/about/recruitment/ouropportunities/publicapps/pub>

NHS Wales  
<http://www.wales.nhs.uk/ourservices/directory>  
<http://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](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>

The National Citizen Service (NCS)

<https://www.ncsyoes.co.uk/contact>

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.

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

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

### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: The Authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to Potential Providers. Potential Providers who are unsuccessful shall be informed by the Authority as soon as possible after the decision has been made as to the reasons why the Potential Provider was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, The Public Contracts Regulations 2006 (SI 2006 No. 5) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take legal action. Any such action must be brought within the applicable limitation period. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into the Court may, depending on the circumstances, award

damages, make a declaration of ineffectiveness, order the Authority to pay a fine, and/or order that the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

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

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

20.2.2014