

**United Kingdom-Haddington: IT services: consulting, software development, Internet and support
OJ S 53/2018 16/03/2018****Contract notice
Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: East Lothian Housing Association Ltd

Postal address: 18-20 Market Street

Town: Haddington

NUTS code: UKM73 East Lothian and Midlothian

Postal code: EH41 3JL

Country: United Kingdom

Contact person: Caroline Wilson

E-mail: caroline.wilson@elha.com**Internet address(es):**Main address: <http://www.elha.com>Address of the buyer profile: http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA15603**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

I.3. CommunicationThe procurement documents are available for unrestricted and full direct access, free of charge, at: www.publiccontractsscotland.gov.uk

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: www.publiccontractsscotland.gov.uk**I.4. Type of the contracting authority**

Other type: Housing Association

I.5. Main activity

Housing and community amenities

Section II: Object

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

Managed IT Services and Infrastructure Refresh 2018

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3.

Type of contract

Services

II.1.4. Short description

The provision of Managed IT Services and related infrastructure hardware and equipment.

II.1.5. Estimated total value

Value excluding VAT: 600 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKM73 East Lothian and Midlothian

Main site or place of performance: Haddington.

II.2.4. Description of the procurement

ELHA wishes to appoint a single supplier to provide it with Managed IT Services (which is likely to include the provision of ICT infrastructure) that meet its Technical Statement of Requirements set out in the contract documents.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6. Estimated value

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

Duration in months: 84

This contract is subject to renewal: yes

Description of renewals:

The initial contract period will be 48 months with the option to extend for up to 3 further 12 month periods. Any extension of the contract will be at the discretion of ELHA.

II.2.9. Information about the limits on the number of candidates to be invited

Maximum number: 6

II.2.10. Information about variants

Variants will be accepted: no

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

Economic operators maybe excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Under the ESPD, Question Reference Statement for 4C.1 economic operators shall be required to insert suitable responses to Question 4C.1.2 and 4C.A — 4C.F below in order to demonstrate they have the required standards of technical and professional ability.

4C.1.2 — The Bidder shall be required to provide relevant examples of supplies and/or services carried out during the last 3 years as specified in the Contract Notice: (Examples from both public and/or private sector customers and clients may be provided) 15%

4C.A — The Bidder shall be required to provide details of its experience in assisting an organisation with the migration/offboarding of another supplier's managed service provision to its service. In particular, how did it ensure that this migration has been low risk and undertaken through a controlled approach? 10%

4C.B — The Bidder shall be required to provide details of its experience in successfully building long term relationships with clients to support and develop the core infrastructure to deliver IT services? 15%

4C.C — The Bidder shall be required to provide details of its experience in how, in previous or existing contracts, it has approached the management of the mobilisation and transition arrangements and ensured continuity of IT service delivery during the transition period, including the key operational issues that had to be addressed; how they were resolved and its approach to the effective communication to and engagement with all affected staff and service users? 20%

4C.D — The Bidder shall be required to provide details of how it has previously approached project management to ensure the key milestone dates are achieved. This should include details of its risk management techniques and the steps it took to mitigate risks which may cause slippage including those which may be out of its control, e.g. failure of your supply chain to deliver on-time. 20%

4C.E — The Bidder shall be required to provide details of how it has previously approach the application of its quality assurance standards to its proposed solutions. 10%

4C.F — The Bidder shall be required to provide details of its approach it has taken on previous or existing contracts to innovate and deliver continuous improvement throughout the life of the contract. This includes the service provision and business improvement approach with year on year cost improvements you have made to deliver value for money. 10%

The evaluation team will score the Tenderer's responses to each of these questions on a scale of 0 to 5 by reference to the following scoring guide:

5 Exceptional. Demonstrates strengths, no errors, weaknesses or omissions and exceeds expectations in some or all respects.

4 Good. The standard of response fully meets expectations.

3 Satisfactory. The response is acceptable but with some minor reservations.

2 Poor. The response is deficient in certain areas where the details of relevant response require the reviewer to make certain assumptions.

1 Very Poor. The response is deficient in the majority of areas where the details of relevant response require the reviewer to make frequent assumptions.

0 Rejected. Response is unacceptable or non-existent, or there is a failure to properly address any issue.

The score a Tenderer is awarded for a question will be converted to give their percentage mark for that question. For example, if a Tenderer is awarded a score of 3 for a question with a percentage weighting of 2%, its percentage score for that question will be 1,2% (ie $3/5 \times 2 = 1,2$).

For all questions in the assessment of technical and professional ability there is a pass/fail minimum requirement where Tenderers must score "2" or above. Only those tenders who have achieved an acceptable score of "2" or above for all scored questions with a pass / fail minimum requirement will proceed to the price analysis.

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted procedure

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

Date: 13/04/2018 Local time: 12:00

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

Date: 23/05/2018

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

English

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Bidders must hold the accreditation ISO9001 (or equivalent), ISO 27001/2 (or equivalent), or a robust Quality policy or statement.

Note: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland website at <https://www.publiccontractsscotland.gov.uk/>

Note: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland website at http://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=535389

(SC Ref:535389).

Download the ESPD document here: http://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=535389

VI.4. Procedures for review

VI.4.1. Review body

Official name: East Lothian Housing Association Ltd

Postal address: 18-20 Market Street

Town: Haddington

Postal code: EH41 3JL

Country: United Kingdom

Internet address: <http://www.elha.com>

VI.5. Date of dispatch of this notice

15/03/2018