

UK-Norwich: Technical computer support services

OJ S 87/2013 04/05/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Norfolk Educational Services

Postal address: Norwich City College of Further and Higher Education, Ipswich Road

Town: Norwich

Postal code: NR2 2LJ

Country: United Kingdom

Contact person: Procurement Team

For the attention of: Mike Welch, Allison Parkinson

E-mail: procurement@ccn.ac.uk

Telephone: +44 1603773144

Fax: +44 1603773082

Internet address(es):General address of the contracting authority: <http://www.tengroup.org.uk/>Address of the buyer profile: <https://in-tendorganiser.co.uk/fe/asp/ITLogin.aspx>**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**

Other: Public sector supplier of shared services to TEN Group educational members

I.3. Main activity

Education

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: City College Norwich, Norfolk Academies, City Academy Norwich, Norfolk

University Technical College, Fakenham High School and College

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Norfolk Educational Services - Managed Print Services

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

Services

Service category No 7: Computer and related services

NUTS code UKH13 Norfolk

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

The notice involves a public contract

II.1.4. Information about framework agreement

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

Norfolk Educational Services (NES) is looking to appoint a supplier of Managed Print Services to implement a single integrated approach to the management of its Print Services which must:

- Support the NES ICT Strategy
- Integrate with the current geographically dispersed multi-site ICT environment
- Meet business requirements for the next 5 years
- Provide the necessary flexibility and scalability to extend the services to other partner organisations should this be required in the future
- Demonstrate cost savings to NES
- Achieve a consolidated single service where all supplied devices have a co-terminus contract end

The NES Print Services estate consists of a range of legacy equipment, from several vendors, with a variety of leasing terms. NES intends that the successful provider would work with it to determine the most appropriate approach to managing and replacing this estate. NES estate produces annual print volumes of approximately 9m pages from a range of devices including around 150 printers and 65 MFDs. These devices are spread across a number of locations in Norwich and Norfolk, and it should be noted that additional locations will be added throughout the term of the contract.

Service elements include but are not limited to:

- All network connected print devices across all sites
- Provision of next business day or better on-site maintenance and telephone/online support
- Print audit, print management
- A range of medium and high volume devices supporting mono and colour capable - print /copy, fax, e-mail and scan for students and staff
- Supply and management of consumable stock
- Options for Network integrated and ID card authentication with quota management/billing

The Contract Term: 5 years

II.1.6. CPV code(s)

72611000 Technical computer support services

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

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Details of the scope of the project are already highlighted in Section II.1.5 above. An estimate is given below relating to the project terms of its potential value in GBP. This is an estimate

only and the actual contract value over the life of the contract may be more or less than this estimate depending on the tenders received and the options exercised.

Estimated value excluding VAT: 350 000 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

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

Duration in months: 60 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Details to be provided in the Invitation to Tender

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Details to be provided in the Invitation to Tender

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Prior to the award of any contract, the contracting authority reserves the right to require groupings of entities to adopt a particular form or to require one party to do so.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Details to be provided in the Invitation to Tender.

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: In accordance with Article 45 and 46 of Directive 2004/18/EC and Regulation 23 of the Public Contracts Regulations 2006, as set out in the Pre-Qualification Questionnaire available from the address in Section I.1 and other tender documents.

III.2.2. Economic and financial ability

List and brief description of conditions: In accordance with Article 47 of Directive 2004/18/EC and Regulation 24 of the Public Contracts Regulations 2006, as set out in the Pre-Qualification Questionnaire available from the address specified in Section I.1.

III.2.3. Technical and professional ability

List and brief description of conditions:

In accordance with Article 48 of Directive 2004/18/EC and Regulation 25 of the Public Contracts Regulations 2006, as set out in the Pre-Qualification Questionnaire.

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

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

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates: The highest scoring 5 candidates that also pass the mandatory pass/fail questions in the Selection Questionnaire will be invited to tender. In the event of a tie, where 2 or more bidders are ranked 5th, then all will be invited to tender.

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

IV.2. Award criteria

IV.2.1. Award criteria

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

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

NES ICT2000

IV.3.2. Previous publication concerning this procedure

no

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

3.6.2013 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

25.6.2013

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

IV.3.8. Conditions for opening of tenders

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

PQQs and ITTs will be issued and should be returned via the "In-tend" electronic tendering system. Suppliers must register with In-tend in order to access the system and documentation. Please follow the link: <https://in-tendhost.co.uk/fe/asp/Home> in order to do so.

Tenders and all supporting documentation must be in English or a full translation provided at no cost to the contracting authority. Tenderers should note that any contract awarded will be subject to English law and the jurisdiction of the English courts. All bid prices must be in sterling.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Norfolk Educational Services - Procurement Team
Postal address: Norwich City College of Further and Higher Education, Ipswich Road
Town: Norwich
Postal code: NR2 2LJ
Country: United Kingdom
E-mail: procurement@ccn.ac.uk
Telephone: +44 1603773380
Fax: +44 1603773082
Internet address: <http://www.tengroup.org.uk/>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: The NES will allow a standstill period at the point the decision regarding the award of the contract is communicated to tenderers. The standstill period shall be in accordance with Regulation 32A of the Public Contracts Regulations 2006 (as amended)

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

Official name: None
Country: United Kingdom

VI.5. Date of dispatch of this notice

2.5.2013