

UK-Croydon: financial analysis and accounting software development services

OJ S 97/2012 23/05/2012

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Pension Protection Fund (PPF)

Postal address: Knollys House, 17 Addiscombe Road

Town: Croydon

Postal code: CR0 6SR

Country: United Kingdom

Contact person: Procurement & Contract Management

For the attention of: Colin McAlpine

E-mail: procurement@ppf.gsi.gov.uk

Telephone: +44 2086335923

Fax: +44 2086334903

Internet address(es):General address of the contracting authority: <http://www.pensionprotectionfund.org.uk>Address of the buyer profile: http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA4941**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**

Body governed by public law

I.3. Main activity

Other: Pension Protection

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

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

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

PPF insolvency risk services.

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

Services

Service category No 27: Other services

Main site or place of performance: Croydon, Surrey.

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)

The Board of the Pension Protection Fund (PPF) has issued this contract notice in anticipation of insolvency risk service provision commencing in the Spring of 2013. The full list of Services will be detailed in the pre-qualification questionnaire that will be available via Mytenders from week-commencing 28.5.2012 but is expected to include:

- 1) Insolvency risk probability measurement;
- 2) Expected degree of sophistication/automation of the IT system/processes;
- 3) Security and compliance with the UK Government's business impact level 2 guidelines;
- 4) Telephone customer service: core offering and handover process, call structure and soft skills, measurement of customer satisfaction post call;
- 5) Controls to be put in place to ensure an homogeneous service delivery: quality assurance on the core service provision, SLA/KPI measurement, including customer satisfaction measurement, processes and procedures;
- 6) Mechanisms in place to ensure that any problems identified are quickly fixed;
- 7) PPF oversight of Vendor activities: customer strategy/customer experience, SLA/KPI, access to calls for re-listening, Processes and systems change, appeals process;
- 8) Independent complaints investigation. Candidates wishing to express their interest are invited to register on the Mytenders web site and complete the PQQ when it is made available.

Note: to register your interest in this notice and obtain any additional information please visit the myTenders web site at http://www.myTenders.org/Search/Search_Switch.aspx?ID=89012.

The awarding authority has indicated that it will accept electronic responses to this notice via a 'Tender Submission Postbox' facility. Further details of this facility are available at http://www.myTenders.org/PostBox/Postbox_Explain.aspx?ID=89012.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems. The postbox closes precisely at the time stated.

II.1.6. CPV code(s)

72212440 Financial analysis and accounting software development services, 79311400 Economic research services, 66000000 Financial and insurance 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: no

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: yes

Description of options: The term of the resultant Agreement will be 5 years, with an option to extend for up to 3 years, i.e. 5+3.

Provisional timetable for recourse to these options:
in months: 60 (from the award of the contract)

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

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

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

Not applicable.

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

Not applicable.

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

Not applicable.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: (1) All candidates will be required to produce a certificate or declaration demonstrating that the candidate, their directors, or any other person who has powers of representation, decision or control of the candidate has not been convicted of conspiracy, corruption, bribery, or money laundering. Failure to provide such a declaration will result in the candidate being declared ineligible and they will not be selected to participate in this procurement process;

(2) All candidates must comply with the requirements of the State in which they are established, regarding registration on the professional or trade register;

(3) Any candidate found to be guilty of serious misrepresentation in providing any information required, may be declared ineligible and not selected to continue with this procurement process;

(4) All candidates will have to demonstrate that they are licensed, or a member of the relevant organisation, in the State where they are established, when the law of that State prohibits the provision of the services, described in this notice, by a person who is not so licensed or who is not a member of the relevant organisation.

III.2.2. Economic and financial ability

- List and brief description of conditions: (1) All candidates will be required to provide evidence of relevant professional risk indemnity insurance;
- (2) All candidates will be required to provide a statement, covering the 3 previous financial years including the overall turnover of the candidate and the turnover in respect of the activities which are of a similar type to the subject matter of this notice;
- (3) All candidates will be required to provide statements of accounts or extracts from those accounts relating to their business.

III.2.3. Technical and professional ability

List and brief description of conditions:

- (1) A statement of the candidate's average annual number of staff and managerial staff over the previous 3 years;
- (2) Details of the educational and professional qualifications of their managerial staff; and those of the person(s) who would be responsible for providing the services or carrying out the work or works under the contract;
- (3) All candidates will be required to provide certification drawn up by an independent body attesting the compliance of the economic operator with quality assurance standards based on the relevant European standards;
- (4) A check may be carried out by the contracting authority or by a competent official body of the State in which the candidate is established, to verify the technical capacity of the candidate; and if relevant, on the candidates study and research facilities and quality control measures;
- (5) A statement of the candidate's technical facilities; measures for ensuring quality; and their study and research facilities;
- (6) An indication of the proportion of the contract which the services provider intends possibly to subcontract;
- (7) A statement of the technicians or technical services available to the candidate to carry out the work under the contract; or be involved in the production of goods or the provision of services under the contract; particularly those responsible for quality control, whether or not they are independent of the candidate;
- 8) A statement of the candidate's compliance with the UK Government's Business impact level 2 (IL2) guidelines.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

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: yes

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 minimum number 5: and Maximum number 8
Objective criteria for choosing the limited number of candidates: The objective evaluation criteria for short-listing candidates to the next stage will be as defined in the PQQ.

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

IV.3.2. Previous publication concerning this procedure

Other previous publications

Notice number in the OJ S: [2007/S 176-215977](#) of 13.9.2007

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate

20.6.2012 - 17:00

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

22.6.2012

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

VI.2. Information about European Union funds

VI.3. Additional information

The PPF is a statutory fund run by the Board of the Pension Protection Fund, a public corporation established in 2005 under the provisions of the Pensions Act 2004.

The Board of the Pension Protection Fund was established to pay compensation to members of eligible defined benefit pension schemes where the sponsoring employer became insolvent after 6.4.2005 and there are insufficient assets in the pension scheme to cover PPF levels of compensation. It is funded by compulsory levies on eligible pension schemes, assets from

eligible pension schemes, returns on its own investments and recoveries from insolvent employers.

Further information on the PPF can be found at: www.pensionprotectionfund.org.uk.

Note: the pre-qualification questionnaire will be made available via Mytenders during week-commencing 28.5.2012 for completion by the closing date stated in the Contract Notice.

Note: all candidates should review this notice and register their interest on the myTenders web site (see II.1.5) confirming that they meet the minimum requirements and conditions for participation (see III.1.4 and III.2); this is the pre-qualification stage. No other supporting documentation at this stage will be provided by the Board. Confirmation of compliance with all criteria in this notice should be submitted on the myTenders web site (see II.1.5) by the stated deadline (see IV.3.4). Candidates are expected to supply all required information, or clearly state the reason for being unable to do so. Candidates are not required to send the supporting documentation at this pre-qualification stage, but should be willing to do so if selected to tender. Any assumptions used in preparing responses should be clearly stated.

Note: all questions should be submitted to the Board via the portal on the myTenders web site (see II.1.5). If this proves impossible please use this e-mail address: procurement@ppf.gsi.gov.uk. Any queries should state your organisation name, OJEU notice number and title and clearly reference any appropriate paragraph in this notice and, to the extent possible, should be aggregated rather than sent individually. If you do not obtain a response within three working days of initially contacting the Board, it is the tenderer's responsibility to re contact the Board.

Note: candidates are advised that the Board may be engaging the services of an independent adviser during the tender process.

Note: the Board anticipate using a number of standard provisions in our agreement which will be available in the invitation to tender. We would be grateful if you could indicate whether any of these provisions would provide an obstacle to your being in a position to tender at the relevant time. The Board is looking to engage with organisations that can be flexible and accommodate the commercial terms on which the Board is proposing to operate in relation to this appointment.

(MT Ref:89012).

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

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

VI.5. Date of dispatch of this notice

21.5.2012