

**United Kingdom-Brighton: Software package and information systems**

OJ S 127/2013 03/07/2013

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: The Pensions Regulator

Postal address: Napier House, Trafalgar Place

Town: Brighton

Postal code: BN1 4DW

Country: United Kingdom

For the attention of: Sharon Stewart, Kate Byrne

E-mail: [sharon.stewart@thepensionsregulator.gsi.gov.uk](mailto:sharon.stewart@thepensionsregulator.gsi.gov.uk)

Telephone: +44 1273627275

Fax: +44 1273627275

**Internet address(es):**General address of the contracting authority: [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.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**

National or federal agency/office

**I.3. Main activity**

Economic and financial affairs

**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**

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

TPR448 - CRM Software Licences and Installation/Integration Services

**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: Brighton

NUTS code UKJ21 Brighton and Hove

**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)**

Provision of Customer Relationship management software together with integration/installation and ongoing support

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

48000000 Software package and information systems, 72200000 Software programming and consultancy services, 72590000 Computer-related professional services, 72820000 Computer testing services, 72330000 Content or data standardization and classification 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 all lots

#### **II.1.9. Information about variants**

Variants will be accepted: yes

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

Estimated value excluding VAT:  
Range: between 180 000 and 1 750 000 GBP

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

Options: yes  
Description of options: The initial term of the contract is envisaged to be 2 years with three extension options of 1 year at the Regulator's discretion. However the Regulator may opt to award a longer initial contract term with fewer extension options dependent on pricing. However any contract length will not be greater than 5 years (60 months)

#### **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)

Information about lots

Lot No: 1

Lot title: Provision of CRM Software license, maintenance and support

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

Provision of CRM Software license, maintenance and support

#### **2) CPV code(s)**

48000000 Software package and information systems

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

Estimated value excluding VAT:  
Range: between 180 000 and 400 000 GBP

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

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

## 5) Additional information about lots

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

The pricing quoted is based on a 2 year contract.

The initial term of the contract is envisaged to be 2 years with three extension options of 1 year at the Regulator's discretion. However the Regulator may opt to award a longer initial contract term with fewer extension options dependent on pricing. However any contract length will not be greater than 5 years (60 months)

Lot No: 2

Lot title: Solution Delivery Services

### 1) Short description

Solution Delivery Services

### 2) CPV code(s)

48000000 Software package and information systems

### 3) Quantity or scope

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

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

## 5) Additional information about lots

The initial term of the contract is envisaged to be 2 years with three extension options of 1 year at the Regulator's discretion. However the Regulator may opt to award a longer initial contract term with fewer extension options dependent on pricing. However any contract length will not be greater than 5 years (60 months)

Lot No: 3

Lot title: Data Management Services

### 1) Short description

Data Management Services

### 2) CPV code(s)

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

### 3) Quantity or scope

Estimated value excluding VAT:

Range: between 100 000 and 500 000 GBP

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

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

## 5) Additional information about lots

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

Estimated costs are based on a 2 year contract.

The initial term of the contract is envisaged to be 2 years with three extension options of 1 year at the Regulator's discretion. However the Regulator may opt to award a longer initial contract term with fewer extension options dependent on pricing. However any contract length will not be greater than 5 years (60 months)

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

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

#### **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**

Consortium/Partnership bids are welcomed.

#### **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: Suppliers Instructions How to Express Interest in this Tender~: 1. Register your company on the eSourcing portal (this is only required once) - Browse to the eSourcing Portal: <https://thepensionsregulator.bravosolution.co.uk> and click the link to register - Accept the terms and conditions and click 'continue' - Enter your correct business and user details - Note the username you chose and click 'Save' when complete - You will shortly receive an email with your unique password (please keep this secure) 2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant PQQ/ ITT to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box 3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT - There may be a mixture of online & offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk. To express interest in the forthcoming tender, please may we ask for you to confirm via email to [aprocurement@thepensionsregulator.gsi.gov.uk](mailto:aprocurement@thepensionsregulator.gsi.gov.uk). You will need to register on our eTendering portal to receive the ITT. The link can be found below. <https://thepensionsregulator.bravosolution.co.uk>

We advise you to view the supplier help guide that is available on the home page once you have followed the link above. Once you are registered on the portal may we please also ask for you to confirm that you have done so, and include the name of the person who has been set up as the contact when you registered. This is helpful to us as your organisation may have already registered on the portal before, but we would like to ensure that all communication put through the portal in relation to this opportunity goes to the correct part of your business.

Please note that The Pensions Regulator does not envisage entering into any further correspondence relating to this procurement prior to issue of the invitation to tender.

IMPORTANT: You are requested to reply to this email within 3 days of receipt to:

(i) Express your interest in receiving the tender documents once published

(ii) Confirm that you have registered on our Bravo eTendering site, and confirm the user name from your organisation that has been used during the registration

(iii) In the event you do not wish to participate, please give the reasons why.

### **III.2.2. Economic and financial ability**

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

### **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**

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### **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: no

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

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

TPR448

#### **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**

6.8.2013 - 12:00

#### **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: 6.8.2013 - 12:00

Place:

Napier House, Brighton

## **Section VI: Complementary information**

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**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**

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

The Regulator may opt to award for an initial longer term contract with fewer extensions dependent on pricing. However the total contract length will no be greater than 5 years.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The Pensions Regulator

Postal address: Napier House, Trafalgar Place

Town: Brighton

Postal code: BN1 4DW

Country: United Kingdom

E-mail: [aprocurement@tpr.gsi.gov.uk](mailto:aprocurement@tpr.gsi.gov.uk)

**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**

27.6.2013