

United Kingdom-Llandudno Junction: IT services: consulting, software development, Internet and support

OJ S 155/2013 10/08/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: North Wales Housing
Postal address: Plas Blodwel, Broad Street
Town: Llandudno Junction
Postal code: LL31 9HL
Country: United Kingdom
For the attention of: Andrea Williams
E-mail: andrea.williams@nwha.org.uk
Telephone: +44 1492572727

Internet address(es):

General address of the contracting authority: www.nwha.org.uk/index.php?id=4
Address of the buyer profile: http://www.sell2wales.gov.uk/search/Search_AuthProfile.aspx?ID=AA0905

Additional information can be obtained from:

Official name: North Wales Housing
Postal address: Plas Blodwel, Broad Street
Town: Llandudno Junction
Postal code: LL31 9HL
Country: United Kingdom
For the attention of: Andrea Williams
E-mail: andrea.williams@nwha.org.uk
Telephone: +44 1492572727
Internet address: www.nwha.org.uk/index.php?id=4

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: North Wales Housing
Postal address: Plas Blodwel, Broad Street
Town: Llandudno Junction
Postal code: LL31 9HL
Country: United Kingdom
For the attention of: Laura Jones
E-mail: laura.jones@nwha.org.uk
Telephone: +44 1492572727
Internet address: www.nwha.org.uk/index.php?id=4

Tenders or requests to participate must be submitted: Official name: North Wales Housing

Postal address: Plas Blodwel, Broad Street
Town: Llandudno Junction
Postal code: LL31 9HL
Country: United Kingdom

For the attention of: Andrea Williams
E-mail: andrea.williams@nwha.org.uk
Telephone: +44 1492572727
Internet address: www.nwha.org.uk/index.php?id=4

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Housing and community amenities

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

ICT Support and Maintenance

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: Plas Blodwel, Broad Street, Llandudno Junction, Conwy, Wales. LL31 9HL

NUTS code UKL13 Conwy and Denbighshire

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)

North Wales Housing is currently developing its vision for ICT in the future through its new ICT Strategy. North Wales Housing is looking for a contractor who is committed to continuous improvement, flexible to change and who can deliver on the ICT needs of the organisation. The contract involves the support and management of the following:

- a. ICT Strategy delivery
- b. Server Infrastructure
- c. Managed desktop services
- d. Managed application and licence services
- e. Website and Intranet
- f. Asset Management
- g. Management of the network and telecommunications
- h. Security, business continuity and risk management
- i. Support Services
- j. Service Objectives/KPIs and measurement
- k. System capacity
- l. ICT Governance
- m. Value for money and social value
- n. Continuous service improvement, organisational change management and corporate projects

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at http://www.sell2wales.gov.uk/Search/Search_Switch.aspx?ID=744

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 30200000 Computer equipment and supplies, 32250000 Mobile telephones, 30000000 Office and computing machinery, equipment and supplies except furniture and software packages, 32000000 Radio, television, communication, telecommunication and related equipment, 32400000 Networks, 32410000 Local area network, 32420000 Network equipment, 32421000 Network cabling, 32522000 Telecommunications equipment, 42962000 Printing and graphics equipment, 48000000 Software package and information systems, 48310000 Document creation software package, 48311100 Document management system, 48221000 Internet browsing software package, 48222000 Web server software package, 48223000 Electronic mail software package, 48422000 Software package suites, 48500000 Communication and multimedia software package, 48514000 Remote access software package, 48600000 Database and operating software package, 48620000 Operating systems, 48710000 Backup or recovery software package, 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment, 51000000 Installation services (except software), 51300000 Installation services of communications equipment, 51600000 Installation services of computers and office equipment , 64200000 Telecommunications services, 72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72212100 Industry specific software development services, 72250000 System and support services, 72253000 Helpdesk and support services, 72254000 Software testing, 72260000 Software-related services, 72320000 Database services, 72400000 Internet services, 72500000 Computer-related services, 72510000 Computer-related management services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72800000 Computer audit and testing services, 72900000 Computer back-up and catalogue conversion services, 79400000 Business and management consultancy and related services, 79800000 Printing and related services, 79999100 Scanning services, 79418000 Procurement consultancy services, 72300000 Data services, 72220000 Systems and technical consultancy services, 72150000 Computer audit consultancy and hardware consultancy services, 80533000 Computer-user familiarisation and training 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: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

This contract is for 5 years with a possible extension of a further 3 years. Figures below are total 5 year contract figures (Annual ones are GBP 160 000 to GBP 200 000):

Estimated value excluding VAT:

Range: between 800 000 and 1 000 000 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

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

Start 6.1.2014. Completion 5.1.2019

Section III: Legal, economic, financial and technical information

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

Included within the draft contract.

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

Consortium or joint bidders may be required to form a special purpose vehicle for delivery of the contract.

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: Included within the Invitation to Tender

III.2.2. Economic and financial ability

Minimum level(s) of standards possibly required: Included within Schedule 2 of the Invitation To Tender.

III.2.3. Technical and professional ability

List and brief description of conditions:

- (1) 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;
- (2) A statement of the principal goods sold or services provided by the supplier or the services provider in the past 3 years, detailing the dates on which the goods were sold or the services provided; the consideration received; the identity of the person to whom the goods were sold or the services were provided
- (3) 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;
- (4) A statement of the candidate's technical facilities; measures for ensuring quality; and their study and research facilities;
- (5) 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.

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

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: no

IV.3. Administrative information

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

01-2014ICT

IV.3.2. Previous publication concerning this procedure

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

Time limit for receipt of requests for documents or for accessing documents: 11.9.2013

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

11.10.2013 - 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 months: 6 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 11.10.2013 - 13:00

Place:

Plas Blodwel, Broad Street, Llandudno Junction, Conwy, Wales. LL31 9HL

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: NWH Chief Executive (or Director Nominated by the CEO with no involvement in the tender)

NWH Board Member

NWH Officer

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

This is a 5 year contract that can be extended for a further 3 years.

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Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

The provision of social value through this contract.(Marked within Schedule 3) and discussed further at the Interview. This will be agreed during the interview stage.

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

8.8.2013