

United Kingdom-Norwich: IT services: consulting, software development, Internet and support  
OJ S 191/2014 04/10/2014

Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: The Minister for the Cabinet Office acting through Crown Commercial Service, part of the Crown

Postal address: Rosebery Court, St Andrew's Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

Contact person: Technology Tools team

E-mail: [supplier@ccs.gsi.gov.uk](mailto:supplier@ccs.gsi.gov.uk), [enablement@ccs.gsi.gov.uk](mailto:enablement@ccs.gsi.gov.uk)

Telephone: +44 3454102222

#### Internet address(es):

General address of the contracting authority: <http://ccs.cabinetoffice.gov.uk>

Address of the buyer profile: <https://gpsesourcing.cabinetoffice.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

Ministry or any other national or federal authority, including their regional or local subdivisions

### I.3. Main activity

Other: Public Procurement

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

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

## 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

Telecoms Expense Management Service (TEM) RM1014.

#### 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: Primarily in the UK with some limited requirements overseas.

NUTS code UK United Kingdom

### **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)**

Crown Commercial Service (CCS) is seeking a provider of Telecoms Expense Management (TEM) services to deliver demand and price savings across the UK public sector's telecommunications estate. The resulting agreement will be a contract between CCS and the successful supplier, which only CCS will be able to order from, on behalf of other UK public sector bodies.

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

72000000 IT services: consulting, software development, Internet and support, 64000000 Postal and telecommunications 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**

The TEM services to be available under this contract include:

- the creation of accurate inventory views of the public sector Telecoms estate based on billing data sourced from third party Telecoms providers and organisational data sourced from public sector bodies,
- the provision of standard reports on the inventory and usage of the estate,
- the ability for users to create their own ad-hoc reports on the estate,
- the provision of secure and controlled portal-based access to the inventory and associated data and reports,
- the application of market knowledge to inform Crown Commercial Service regarding options to improve the commerciality of third party Telecoms contracts,
- qualification of inventory data,
- the identification of areas of potential savings to achieve an optimum 'right size' and 'right price' Telecoms estate,
- the operation of processes to cleanse the estate and maintain the inventory in the face of moves, adds, changes and departures,
- the creation and operation of workflows that support estate management,
- cross-checking of billing data with organisational, contractual and policy data and rules and the creation of exception reporting including identifying billing errors,
- management and tracking of disputes with third party Telecoms providers,
- tracking of invoices and credits,
- personal call management,
- service desk to support users' requests regarding incidents, queries, changes etc.,
- the creation of pre-procurement baselines and benchmarks.

Estimated value excluding VAT:

Range: between 2 000 000 and 5 000 000 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: 51 (from the award of the contract)

## **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**

Participants will be advised if this is necessary during the procurement. Parent company and /or other guarantees of performance and financial liability may be required by Crown Commercial Service if considered appropriate.

#### **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**

No special legal form is required but if a contract is awarded to a consortium, the Contracting Authority may require the consortium to form a legal entity before entering into 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: Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an Invitation to Tender ("ITT").

Candidates' conflicts of interests will be assessed in accordance with Article 58 of Directive 2014/24/EU.

This procurement will be managed electronically via the Crown Commercial Service's e-Sourcing Suite. To participate in this procurement, participants must first be registered on the e-Sourcing Suite.

If you have not yet registered on the eSourcing Suite, this can be done online at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link 'Register for CCS eSourcing'. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at: <http://ccs.cabinetoffice.gov.uk/i-am-supplier/respond-tender>

Once you have registered on the eSourcing Suite, a registered user can express an interest for a specific procurement. This is done by emailing: [expressionofinterest@ccs.gsi.gov.uk](mailto:expressionofinterest@ccs.gsi.gov.uk).

Your email must clearly state:

- the name and reference for the procurement you wish to register for,
- the name of the registered supplier,

— and the name and contact details for the registered individual sending the email. Crown Commercial Service will process the email and then enable the supplier to access the procurement on-line via the e-Sourcing Suite. The registered user will receive a notification email to alert them once this has been done.

As a user of the e-Sourcing Suite you will have access to Emptoris e-mail messaging service which facilitates all messages sent to you and from you in relation to any specific RFX event. Please note it is your responsibility to access these emails on a regular basis to ensure you have sight of all relevant information.

For technical assistance on use of the e-Sourcing Suite please contact Crown Commercial Service Helpdesk email: [enablement@ccs.gsi.gov.uk](mailto:enablement@ccs.gsi.gov.uk)  
Responses must be published by the date in IV.3.4).

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

List and brief description of conditions: Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1).

The Contracting Authority may take into account any of the following information:

- a. appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;
- b. the presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under the law of the country in which the economic operator is established;
- c. a statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available.

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

List and brief description of conditions:

Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1).

The Contracting Authority may have regard to any of the following means in its assessment:

- a. a list of the works carried out over the past 5 years, accompanied by certificates of satisfactory execution for the most important works. These certificates shall indicate the value, date and site of the works and shall specify whether they were carried out according to the rules of the trade and properly completed. Where appropriate, the competent authority shall submit these certificates to the contracting authority direct;
- b. a list of the principal deliveries effected or the main services provided in the past 3 years, with the sums, dates and recipients, whether public or private, involved. Evidence of delivery and services provided shall be given:
  - where the recipient was a contracting authority, in the form of certificates issued or countersigned by the competent authority,
  - where the recipient was a private purchaser, by the purchaser's certification or, failing this, simply by a declaration by the economic operator.
- c. an indication of the technicians or technical bodies involved, whether or not belonging

directly to the economic operator's undertaking, especially those responsible for quality control and, in the case of public works contracts, those upon whom the contractor can call in order to carry out the work;

d. a description of the technical facilities and measures used by the supplier or service provider for ensuring quality and the undertaking's study and research facilities;

e. where the products or services to be supplied are complex or, exceptionally, are required for a special purpose, a check carried out by the contracting authorities or on their behalf by a competent official body of the country in which the supplier or service provider is established, subject to that body's agreement, on the production capacities of the supplier or the technical capacity of the service provider and, if necessary, on the means of study and research which are available to it and the quality control measures it will operate;

f. the educational and professional qualifications of the service provider or contractor and/or those of the undertaking's managerial staff and, in particular, those of the person or persons responsible for providing the services or managing the work;

g. for public works contracts and public services contracts, and only in appropriate cases, an indication of the environmental management measures that the economic operator will be able to apply when performing the contract;

h. a statement of the average annual manpower of the service provider or contractor and the number of managerial staff for the last 3 years;

i. a statement of the tools, plant or technical equipment available to the service provider or contractor for carrying out the contract;

j. an indication of the proportion of the contract which the services provider intends possibly to subcontract;

k. with regard to the products to be supplied:

(i) samples, descriptions and/or photographs, the authenticity of which must be certified if the contracting authority so requests;

(ii) certificates drawn up by official quality control institutes or agencies of recognised competence attesting the conformity of products clearly identified by references to specifications or standards.

#### **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**

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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**

Lowest price

### **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**

RM1014

### **IV.3.2. Previous publication concerning this procedure**

Prior information notice  
of 8.8.2013

### **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**

24.11.2014 - 15:00

### **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: 24.11.2014 - 15:01

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

### **VI.2. Information about European Union funds**

### **VI.3. Additional information**

The duration referred to in section II.3) is made up of 27 months plus possible extension periods up to a maximum of a further 24 months.

Potential suppliers should note that, in accordance with the UK Government's policies on transparency, Crown Commercial Service intends to publish the Invitation to Tender (ITT) document and the text of any contract awarded, subject to possible redactions at the discretion of Crown Commercial Service. Further information on transparency can be found at:

<http://ccs.cabinetoffice.gov.uk/about-government-procurement-service/transparency-and-accountability/transparency-procurement>

The Contracting Authority expressly reserves the right:

- (i) not to award any contract as a result of the procurement process commenced by publication of this notice;
- (ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Contracting Authority be liable for any costs

incurred by the candidates.

If the Contracting Authority decides to enter into a contract with the successful supplier, this does not mean that there is any guarantee of subsequent contracts being awarded. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of potential suppliers. The Contracting Authority reserves the right to use any electronic portal during the life of the contract.

The value provided in Section II.1.4) is only an estimate. We cannot guarantee to suppliers any business through this contract.

On 2.4.2014 the Government has introduced its new Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking Scheme (GPMS). A key aspect of this is the reduction in the number of security classifications used. All potential suppliers should make themselves aware of the changes as it may impact on this Requirement. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

Please refer to the CCS website:

<http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-guidance-supporting-information/complaints-during-procurement-process>

for information about how complaints are handled during the procurement process.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: There is no right of appeal in this procurement. If you have a complaint or seek to challenge the outcome, please follow the guidance on procedure contained in the previous section.

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

#### **VI.5. Date of dispatch of this notice**

30.9.2014