

UK-Darlington: IT services: consulting, software development, Internet and support

OJ S 211/2012 01/11/2012

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Railway Housing Association

Postal address: Bank Top House, Garbutt Square, Neasham Road

Town: Darlington

Postal code: DL1 4DR

Country: United Kingdom

For the attention of: Michael Westgarth (Home Group)

Telephone: +44 1325482125

Internet address(es):

General address of the contracting authority: <http://www.railwayha.co.uk>

Additional information can be obtained from:

Official name: Home Group Limited

Postal address: 2 Gosforth Park Way, Gosforth Park Way

Town: Newcastle upon Tyne

Postal code: NE12 8ET

Country: United Kingdom

Contact person: Procurement

For the attention of: Michael Westgarth

E-mail: michael.westgarth@homegroup.org.uk

Telephone: +44 8451551234

Internet address: <http://www.housingprocurement.com>

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

Official name: www.housingprocurement.com

Country: United Kingdom

For the attention of: www.housingprocurement.com

Telephone: +44 8451551234

Internet address: www.housingprocurement.com

Tenders or requests to participate must be submitted: Official name: www.housingprocurement.com

Country: United Kingdom

For the attention of: www.housingprocurement.com

Telephone: +44 8451551234

Internet address: www.housingprocurement.com

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

Railway Housing Association ICT Service Provision.

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: NE England.

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)

Railway Housing Association owns 1,419 affordable rented homes located within 24 local authority areas, mainly in the North East and Yorkshire/Humberside areas of England.

This tender process is for the hosting and support of RHA's ICT service. The Association has had an outsourced and externally hosted ICT service since 2003 with revisions in 2010 to provide a virtualised server and storage infrastructure. The current service is provided by a 3rd party from their data centre delivered through a high-speed network connection to RHA's Darlington Head Office and broadband circuits to fourteen other RHA locations.

The aim of this procurement is to select a service provider for the design, implementation and support of RHA's ICT infrastructure and IT services.

RHA proposes to procure a single external supplier, who may be a consortium led by a single provider who RHA will contract with, for the provision of its IT infrastructure services through this procurement. RHA will be contracting with a single organisation.

The scope of the services to be procured under this procurement may include;

- Service-desk and first line support provision – including general services and ICT [information, communications and telephony technologies] support and help services,
- Hosting MS [Microsoft] E-mail system and services,
- Hosting line of business applications, including: CRM [customer relationship management]; housing management systems; finance systems; asset management system; intranets and extranets,
- Provision of licenses for business applications and MS applications,
- Internet and Extranet services,
- Networks – LAN [local area networks] and WAN [wide area networks],
- Servers,
- Storage and back-up,
- Data centre and off site hosting services,
- Hosted telephony including desktop handsets and fax machines (optional item),
- Telephone and Internet switches,
- Management of presence (optional),
- Video and audio conferencing (optional item),
- DR [disaster recovery] and business continuity [BU],
- Anti-virus and anti-malicious use services including anti-penetration,

- Remote desktop management and,
- The provision of advice together with the supply of new and emerging cloud computing, web and on demand IT services including advisory services on such new areas of technology so as to support RHA's ICT strategy.

RHA requires the supplier to provide these services together with managing the set-up and migration.

The scope currently excludes;

- The provision of business applications.

A key requirement of the procurement is the provision of services to deliver the transition and transfer of those services which fall within the agreed scope from the current 3rd party provider's data-centre to the new hosting environment. The appointed service provider will be responsible for ensuring service and business continuity during the transfer for the in-scope services to the new environment.

Please note:

For data security reasons, the specification that will be issued with the Invitation to Tender will state that all hosting must be done on UK soil. Tenderers proposing solutions where data is hosted 'offshore' may be disqualified.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 51000000 Installation services (except software)

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

Estimated value excluding VAT:

Range: between 250 000 and 500 000 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

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

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

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: Applicants will be required to complete a questionnaire with details of structure, current financial standing, evidence of insurance cover, experience, examples of similar activities undertaken in the past 3 years.

III.2.2. Economic and financial ability

List and brief description of conditions: Applicants will be required to complete a questionnaire with details of structure, current financial standing, evidence of insurance cover, experience, examples of similar activities undertaken in the past 3 years.

Minimum level(s) of standards possibly required: Minimum annual turnover thresholds specified within PQQ documentation.

III.2.3. Technical and professional ability

List and brief description of conditions:

Applicants will be required to complete a questionnaire with details of structure, current financial standing, evidence of insurance cover, experience, examples of similar activities undertaken in the past 3 years.

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

Objective criteria for choosing the limited number of candidates: Criteria specified within PQQ documentation.

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

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

29.11.2012 - 17:00

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

18.1.2013

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: yes

Estimated timing for further notices to be published: 60-84 months time

VI.2. Information about European Union funds

VI.3. Additional information

It is RHA's preference that all prospective bidders utilise the provision of an electronic 'Opportunities Portal' to download and submit all documentation within the tender.

The portal can be found at: www.housingprocurement.com

Specific reference for this opportunity = DNWD-8ZFDF5.

Prospective bidders must log onto the site and register as a supplier. Instructions and help is available from the home page. The tender documentation (and guidance for completion) will then be available to download for completion. The completed pre-qualification document must then be submitted back to the portal, again instructions are detailed on the site to achieve this. Queries from bidders should only be raised within the portal where they will be answered accordingly, allowing total transparency of responses to all other participating bidders. (MT Ref:94494).

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

29.10.2012