

**United Kingdom-Norwich: Electronic mail services**  
**OJ S 208/2014 29/10/2014**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: The Minister for the Cabinet Office acting through Government Procurement Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

Contact person: The above mentioned contact points(s)

For the attention of: ICT Aggregation Team

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

Telephone: +44 3450103503

**Internet address(es):**

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

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

**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**

---

**II.1. Description**

**II.1.1. Title**

RM1085 Managed eMail.

**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 (DPS)**

The procurement involves the establishment of a framework agreement

**II.1.4. Short description of the contract or purchase(s)**

Crown Commercial Service as the Contracting Authority has put in place a Pan Government

Collaborative Framework Agreement for use by UK public sector bodies identified at VI.3 of the Contract Notice (and any future successors to these organisations), which include Central Government Departments and their Arm's Length Bodies and Agencies, Non Departmental Public Bodies, NHS bodies and Local Authorities.

The above Public Sector Bodies have a need for a framework agreement for the delivery of managed eMail services (the Services) which will be delivered at a minimum of IL2 (Official). Each implementation of the Services will comprise core components and common components; and may include supplementary components. Further information on the services can be found at II.2.1 of the Contract Notice.

The sustainability of Services offered under the framework agreement will be a component part in reducing Contracting Authorities' carbon footprints, not only in energy consumption but also in enabling further wider reduction in sustainability impacts.

#### **II.1.5. CPV code(s)**

64216120 Electronic mail services, 32400000 Networks, 32412110 Internet network, 32412120 Intranet network, 32413100 Network routers, 32510000 Wireless telecommunications system, 32581000 Data-communications equipment, 48000000 Software package and information systems, 48100000 Industry specific software package, 48200000 Networking, Internet and intranet software package, 48219100 Gateway software package, 48219700 Communications server software package, 48223000 Electronic mail software package, 48515000 Video conferencing software package, 48517000 IT software package, 48613000 Electronic data management (EDM), 48710000 Backup or recovery software package, 48730000 Security software package, 48731000 File security software package, 48732000 Data security software package, 48750000 Storage media loading software package, 48760000 Virus protection software package, 48761000 Anti-virus software package, 48780000 System, storage and content management software package, 48783000 Content management software package, 48800000 Information systems and servers, 48811000 E-mail system, 48982000 Configuration management software package, 48987000 Debugging software package, 64212100 Short Message Service (SMS) services, 64212200 Enhanced Messaging Service (EMS) services, 64212300 Multimedia Message Service (MMS) services, 64212400 Wireless Application Protocol (WAP) services, 64216000 Electronic message and information services, 64216100 Electronic message services, 64216110 Electronic data exchange services, 64216200 Electronic information services, 64216210 Value-added information services, 64221000 Interconnection services, 64223000 Paging services, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72212100 Industry specific software development services, 72212223 Electronic mail software development services, 72212515 Video conferencing software development services, 72212732 Data security software development services, 72212760 Virus protection software development services, 72212761 Anti-virus software development services, 72212780 System, storage and content management software development services, 72212781 System management software development services, 72212782 Storage management software development services, 72212900 Miscellaneous software development services and computer systems, 72212985 Debugging software development services, 72222300 Information technology services, 72227000 Software integration consultancy services, 72246000 Systems consultancy services, 72250000 System and support services, 72251000 Disaster recovery services, 72253000 Helpdesk and support services, 72253200 Systems support services, 72260000 Software-related services, 72261000 Software support services, 72262000 Software development services, 72263000 Software implementation services, 72265000 Software configuration services, 72268000 Software supply services, 72300000 Data services, 72310000 Data-

processing services, 72312100 Data preparation services, 72313000 Data capture services, 72314000 Data collection and collation services, 72315000 Data network management and support services, 72315100 Data network support services, 72315200 Data network management services, 72317000 Data storage services, 72500000 Computer-related services , 72511000 Network management software services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 92512000 Archive services, 98391000 Decommissioning services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.2. Total value of the contract/lot**

##### **II.2.1. Total value of the contract/lot**

Value: 350 000 000 GBP

excluding VAT

### **Section IV: Procedure**

---

#### **IV.1. Type of procedure**

##### **IV.1.1. Type of procedure**

Open

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Pass / Fail questions. Weighting 0

##### **IV.2.2. Information about electronic auction**

An electronic auction has been used: no

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

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

RM1085

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

**Prior information notice**

of 14.5.2013

**Contract notice**

of 22.2.2014

### **Section V: Award of contract**

---

Contract No: Accenture

Lot No: 2

- Lot title: Medium Volume eMail

Lot No: 3

- Lot title: Large Volume eMail

Lot No: 1

- Lot title: Small Volume eMail

**V.1. Date of conclusion of the contract**

28.8.2014

**V.2. Information about tenders**

**V.3. Name and address of the contractor**

Official name: Accenture (UK) Limited

Postal address: 30 Fenchurch Street

Town: London

Postal code: EC3M 3BD

Country: United Kingdom

**V.4. Information on value of the contract/lot**

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Not known

Contract No: British Telecommunications

Lot No: 1

- Lot title: Small Volume eMail

Lot No: 2

- Lot title: Medium Volume eMail

Lot No: 3

- Lot title: Large Volume eMail

**V.1. Date of conclusion of the contract**

28.8.2014

**V.2. Information about tenders**

**V.3. Name and address of the contractor**

Official name: British Telecommunications Public Limited Company

Postal address: BT Centre 81 Newgate Street

Town: London

Postal code: EC1A 7AJ

Country: United Kingdom

**V.4. Information on value of the contract/lot**

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Not known

Contract No: CSC Computer Sciences

Lot No: 1

- Lot title: Small Volume eMail

Lot No: 2

- Lot title: Medium Volume eMail

Lot No: 3

- Lot title: Large Volume eMail

**V.1.**

**Date of conclusion of the contract**

28.8.2014

**V.2. Information about tenders****V.3. Name and address of the contractor**

Official name: CSC Computer Sciences Ltd

Postal address: Royal Pavilion, Wellesley Road

Town: Aldershot

Postal code: GU11 1PZ

Country: United Kingdom

**V.4. Information on value of the contract/lot****V.5. Information about subcontracting**

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Not known

Contract No: General Dynamics Information Technology

Lot No: 1

- Lot title: Small Volume eMail

Lot No: 2

- Lot title: Medium Volume eMail

Lot No: 3

- Lot title: Large Volume eMail

**V.1. Date of conclusion of the contract**

28.8.2014

**V.2. Information about tenders****V.3. Name and address of the contractor**

Official name: General Dynamics Information Technology Limited

Postal address: 4th Floor, Cottons Centre, Cottons Lane

Town: London

Postal code: SE1 2QG

Country: United Kingdom

**V.4. Information on value of the contract/lot****V.5. Information about subcontracting**

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Not known

Contract No: Vodafone

Lot No: 3

- Lot title: Large Volume eMail

Lot No: 1

- Lot title: Small Volume eMail

Lot No: 2

- Lot title: Medium Volume eMail

**V.1.**

**Date of conclusion of the contract**

28.8.2014

**V.2. Information about tenders****V.3. Name and address of the contractor**

Official name: Vodafone UK

Postal address: Vodafone House, The Connection

Town: Newbury

Postal code: RG14 2FN

Country: United Kingdom

**V.4. Information on value of the contract/lot****V.5. Information about subcontracting**

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Not known

**Section VI: Complementary information**

---

**VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**VI.2. Additional information**

Contact Award Notice Values: The contract value provided is only an estimate. We cannot guarantee to Suppliers any business through this framework agreement.

Framework Agreement Period:

2 year period with option for up to maximum 2 years extension period, provided 3 months written notice is given prior to expiry of initial period

Security:

Suppliers have to maintain a security policy which sets out the security measures to be implemented and maintained in accordance with ISO/IEC 27001, BS ISO/IEC 27002 or equivalent and the Information Security Management System for all Secure Managed eMail Services.

Impact Levels:

Services will be delivered at a minimum of IL2 (Official) in accordance with the requirements described in the ITT.

Past Performance:

The UK Government has developed an approach to ensuring that previous poor performance by suppliers can be taken into account and robustly assessed prior to entering into certain new contracts (as described in "Procurement Policy Note 09/12 – Taking Account of Bidders' Past Performance"). This will give Government confidence, based on past performance, that those awarded such contracts will perform them satisfactorily in accordance with their terms.

As part of any assessment of a Potential Provider's technical and professional ability, Contracting Bodies will ensure that any failure to discharge obligations under the previous principal relevant contracts of those who will be involved in performing the contract (if awarded to the Potential Provider) is taken into account in the assessment of whether specified minimum standards for reliability for such contracts are met.

In addition, under the policy, Contracting Bodies will re-assess reliability based on past

performance before key points in the procurement process (i.e. short listing, preferred bidder status, conclusion of contract etc.). Potential Providers will accordingly be asked to update the evidence they provide in relation to past performance to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

In accordance with this policy, as part of the information to be submitted by Potential Providers in their tender for assessment against minimum standards of Technical Capacity Potential Providers must supply a list comprising a statement of all the relevant principal services provided in the previous 3 years by the Potential Provider, any Consortium members or Sub-Contractors that the Potential Provider will rely on to perform any resultant framework agreement.

Private Sector Partners:

A Contracting Body that is availing of the Services under this Framework may require a Supplier to provide such Services to its private sector partners (i.e. parties from either the private or third sectors that are in partnership with or otherwise work alongside that Contracting Body) so that the Contracting Body can communicate with such private sector partners via email through a secure environment. Examples of private sector partners include but are not limited to; private healthcare providers, private doctors and nurses, pharmacists, optometrists, dentists, research agencies, legal professional, victim support services, charities : Crown Commercial Service wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations): Central Government Departments, Local Government and Public Corporations that can be accessed at the Public Sector Classification Guide

<http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcn%3A77-322090>

Please note Central Government departments may be subject to Government Digital Service approval before using the framework agreement

Local Authorities

<http://openlylocal.com/councils/all>

[www.ubico.co.uk](http://www.ubico.co.uk) (Agent acting on behalf of Cheltenham Borough Council)

NDPBs

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/a-f>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/g-l>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/m-r>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/s-z>

National Parks Authorities

<http://www.nationalparks.gov.uk/>

Educational Establishments in England and Wales, maintained by the Department for Children, Schools and Families including Schools, Universities and Colleges but not Independent Schools

<http://www.education.gov.uk/edubase/home.xhtml>

Police Forces in the United Kingdom

[http://www.police.uk/?view=force\\_sites](http://www.police.uk/?view=force_sites)

Fire and Rescue Services in the United Kingdom

<http://www.fireservice.co.uk/information/ukfrs>

<http://dontgivefireahome.org/contacts>

NHS Bodies England

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.nhs.uk/servicedirectories/Pages/PrimaryCareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/AmbulanceTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/StrategicHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/OtherListing.aspx>

#### Hospices in the UK

<http://www.helpthehospices.org.uk/about-hospice-care/find-a-hospice/uk-hospice-and-palliative-care-services/>

#### Registered Social Landlords (Housing Associations)

#### Third Sector and Charities in the United Kingdom

<http://www.charity-commission.gov.uk/>

<http://www.oscr.org.uk/>

<http://www.charitycommissionni.org.uk/>

#### Citizens Advice in the United Kingdom

<http://www.citizensadvice.org.uk/index/getadvice.htm>

[www.cas.org.uk](http://www.cas.org.uk)

<http://www.citizensadvice.co.uk/>

#### Scottish Public Bodies

The framework agreement will be available for use by any Scottish Public Sector Body: the Authority; Scottish Non-Departmental Public Bodies; offices in the Scottish Administration which are not ministerial offices; cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998; the Scotland Office; the Scottish Parliamentary Corporate Body; councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994 (except where they are acting in their capacity as educational authority); Scottish joint fire boards or joint fire and rescue boards; Scottish joint police boards or any successor National Police or Fire Authority; Scottish National Park authorities, bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, Northern Lighthouse Board, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005 any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing.

#### Scottish Government

<http://www.scotland.gov.uk/Home>

#### Scottish Parliament

<http://www.scottish.parliament.uk/abouttheparliament/27110.aspx>

#### Scottish Local Authorities

<http://www.scotland.gov.uk/About/Government/councils> <http://www.scotland-excel.org.uk/home/AboutUs/OurMembers/AssociateMembers.aspx>

#### Scottish Agencies, NDPBs

<http://www.scotland.gov.uk/Topics/Government/public-bodies/about/Bodies>

#### Scottish NHS Bodies

<http://www.scotland.gov.uk/Topics/Health/NHS-Workforce/NHS-Boards>

#### Scottish Further and Higher Education Bodies

[www.apuc-scot.ac.uk](http://www.apuc-scot.ac.uk) [http://www.sfc.ac.uk/about\\_the\\_council/council\\_funded\\_institutions/WhoWeFundUniversities.aspx](http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundUniversities.aspx) [http://www.sfc.ac.uk/about\\_the\\_council/council\\_funded\\_institutions/WhoWeFundColleges.aspx](http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundColleges.aspx)

#### Scottish Police

<http://www.scottish.police.uk/>

Scottish Housing Associations

[http://www.sfha.co.uk/component/option,com\\_membersdir/Itemid,149/view,membersdir/](http://www.sfha.co.uk/component/option,com_membersdir/Itemid,149/view,membersdir/)

The Scotland Office

<http://www.scotlandoffice.gov.uk/scotlandoffice/33.30.html>

Registered Social Landlords (Housing Associations) - Scotland

[http://www.esystems.scotishhousingregulator.gov.uk/register/reg\\_pub\\_dsp.search](http://www.esystems.scotishhousingregulator.gov.uk/register/reg_pub_dsp.search)

Scottish Schools

Primary Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isprimaryschool&bSubmit=1&Submit=Search>

Secondary Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Submit=Search>

Special Schools

<http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search>

rg.uk/scottishschoolsonline/index.asp?

schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search

Welsh Public Bodies

National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:

[www.buy4wales.co.uk/UsefulResources/contractsframeworks/organisationlist/poaplist.html?cat=14318](http://www.buy4wales.co.uk/UsefulResources/contractsframeworks/organisationlist/poaplist.html?cat=14318)

<http://www.assemblywales.org/abthome/abt-links.htm>

<http://new.wales.gov.uk/about/civilservice/directorates/?lang=en>

Schools

<http://wales.gov.uk/topics/statistics/about/reference/schooladdress>

Universities

[http://www.wales.com/en/content/cms/english/study/wales\\_universities/wales\\_universities.aspx](http://www.wales.com/en/content/cms/english/study/wales_universities/wales_universities.aspx)

FE Colleges

[http://www.collegeswales.ac.uk/en-GB/wales\\_colleges-42.aspx](http://www.collegeswales.ac.uk/en-GB/wales_colleges-42.aspx)

Welsh Government Sponsored Bodies

<http://wales.gov.uk/about/recruitment/ouropportunities/publicapps/pubbb>

NHS Wales

<http://www.wales.nhs.uk/ourservices/directory>

<https://www.buy4wales.co.uk/UsefulResources/contractsframeworks/organisationlist/poaplist.html?cat=14318>

Housing Associations – registered Social Landlords Wales

<http://www.wao.gov.uk/reportsandpublications/housingassociations.asp>

Social Care Wales

<http://www.wlga.gov.uk/authorities>

NI Public Bodies

Northern Ireland Government Departments

<http://www.northernireland.gov.uk/gov.htm>

Northern Ireland Public Sector Bodies and Local Authorities

<http://www.northernireland.gov.uk/az2.htm>

Schools in Northern Ireland

[http://www.deni.gov.uk/index/facts-and-figures-new/education-statistics/32\\_statistics\\_and\\_research-numbersofschoolsandpupils\\_pg/32\\_statistics\\_and\\_research-schoolleveledata\\_pg/statistics\\_and\\_research-school\\_enrolment\\_1112.htm](http://www.deni.gov.uk/index/facts-and-figures-new/education-statistics/32_statistics_and_research-numbersofschoolsandpupils_pg/32_statistics_and_research-schoolleveledata_pg/statistics_and_research-school_enrolment_1112.htm)

Universities in Northern Ireland

<http://www.deni.gov.uk/links.htm>

Health and Social care in Northern Ireland

<http://www.hscni.net/index.php?link=hospitals>

<http://www.hscni.net/index.php?link=boards>

<http://www.hscni.net/index.php?link=agencies>

<http://www.hscni.net/index.php?link=councils>

Northern Ireland Housing Associations

<http://www.nidirect.gov.uk/index/contacts/contacts-az.htm/housing-associations-contact>

Police Service of Northern Ireland

<http://www.psni.police.uk/index.htm>

The National Citizen Service (NCS)

<https://www.ncsyas.co.uk/contact>

Any corporation established, or a group of individuals appointed to act together, for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character, and

(i) financed wholly or mainly by another contracting authority listed above in this section of this notice;

(ii) subject to management supervision by another contracting authority listed above in this section VI.3 of this notice; or

(iii) more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, are appointed by another contracting authority listed above in this section of this notice;

(iv) an association of or formed by one or more of the Contracting Authorities listed above in this section of this notice.

### **VI.3. Procedures for review**

#### **VI.3.1. Review body**

#### **VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: The Authority incorporated a minimum 10 calendar day standstill period at the point information on the award of the contract was communicated to Potential Providers. Potential Providers who were unsuccessful were informed by the Authority as soon as possible after the decision had been made as to the reasons why the Potential Provider was unsuccessful.

If an appeal regarding the award of the contract has not been successfully resolved, the Public Contracts Regulations 2006 (SI 2006 No. 5) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take legal action. Any such action must be brought within the applicable limitation period. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into the Court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order the Authority to pay a fine, and/or order that the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

#### **VI.3.3. Service from which information about the review procedure may be obtained**

**VI.4. Date of dispatch of this notice**

24.10.2014