

United Kingdom-Birmingham: Computer audit consultancy and hardware consultancy services

OJ S 213/2014 05/11/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Nacro

Postal address: Challenge House, 148-150 High Street, Aston

Town: Birmingham

Postal code: B6 4US

Country: United Kingdom

Contact person: Procurement

E-mail: procurement@nacro.org.uk

Telephone: +44 1212505250

Fax: +44 1213593510

Internet address(es):General address of the contracting authority: www.nacro.org.ukAddress of the buyer profile: http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA24372Electronic access to information: <http://www.mytenders.org/>Electronic submission of tenders and requests to participate: <http://www.mytenders.org/>**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**

Other: National Charitable Organisation

I.3. Main activity

General public services

Housing and community amenities

Education

Other: offender management

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**

Unified Communications.

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: National.

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)

Service Delivery Partner (SDP) to deliver ICT services to approximately 100+ offices in England and Wales incorporating 1 000 service users.

Nacro will be making a large investment in a Unified Communications Solution and expects to realise significant benefits, the list below is not exhaustive and includes headline anticipated benefits.

- To fulfil and support the needs of Nacro's vision and strategy – local, regional and national.
- Financial and non-financial efficiencies gained through services.
- All ICT related activities to exist in a controlled environment.
- Network reliability and resilience with contingency for business continuity.
- Improved levels of service through faster access and retrieval of information for all service users.

— To support and integrate Unified Communications solution for improved satisfaction /services for key relationships/partners/stakeholders.

Nacro requires specific service components in order to meet its principal Unified Communications ambitions. Nacro encourage technical innovation, best practise, efficiencies and flexibility. Nacro will require individual pricing for all service and solution criteria.

The requirements being considered for the principal Unified Communications Solution are as follows:-

Lot 1. Unified Communications

Lot 2. Data Centre(s)

Note: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at http://www.myTenders.org/Search/Search_Switch.aspx?ID=135422

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at http://www.myTenders.org/sitehelp/help_guides.aspx

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

II.1.6. CPV code(s)

72150000 Computer audit consultancy and hardware consultancy services, 72611000

Technical computer support 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

Service Delivery Partner (SDP) to deliver ICT services to approximately c100+ offices in England and Wales incorporating 1 000 service users.

1. Transition to the new SDP

The SDP will manage and execute the transition of ICT services from existing ICT suppliers as defined in the ICT requirements specification. A maximum 12 month transition window is anticipated. The SDP will also be responsible for the transfer of any relevant knowledge and resources. Nacro will require a SDP who can rapidly mobilise to support this transition.

2. Financial modelling is an important element in this tender opportunity. The SDP must consider ways to minimise or avoid increased operational costs during the transition period.

3. Service Provision

The SDP will be responsible for directly providing Service Delivery of Nacro ICT services as defined in the ITT.

The SDP must meet with ITIL v3.0 Service Provision:

4. Service Design:

The SDP will be expected to proactively manage the unified communications ICT solution provided to Nacro. The Service will be structured in line with standard Information Technology Infrastructure Library (ITIL) v3.0 IT Service Categories and include proactive Service Management activities such as Capacity, Availability, Continuity, Security, Supplier Management, Service Level and Service Catalogue Management.

5. Continual Service Improvement:

The SDP will be expected to enhance the service throughout the life of the contract. The Service will be structured in line with standard ITIL v3.0 IT Service Categories and will include Service Reporting, Return on Investment (ROI), Service Measurement and Service Improvement.

6. Service components

The SDP will be responsible for all service components. The Service components include Infrastructure as a service (IaaS) data centre hosting and support and maintenance services. In addition, Wide Area Network (WAN), Unified Communications (UC) and ICT server infrastructure (Nacro's current server estate). Nacro requires specific service components (Lots 1 and 2) in order to meet its principal Unified Communications ambitions. Nacro encourage technical innovation, best practise, efficiencies and flexibility. Nacro will require individual pricing for all service and support components.

The specific requirements being considered for the Unified Communications Solution are as follows:-

Lot 1 - Unified Communications. A Managed high availability MPLS (or equivalent) delivering end-to-end quality of service (QoS)circuits to all Nacro offices including Virtual IP telephony / PBX. Conferencing services (voice, data and video)

Lot 2 - Data Centre(s), 2 x geographically separated Data centres; the first to accommodate Nacro's existing server infrastructure and secondly (IaaS) to replicate to real-time

To include:

Server maintenance (24/7).

— Server real time synchronisation.

— Data centre backup and disaster recovery.

— Power grid separation.

- Wide Area Networking.
- Server Infrastructure (hosting and IaaS).
- Change Control.
- Test/development environment.

Nacro anticipates that the SDP will create its own supply chain for the delivery of these components.

Estimated value excluding VAT:

Range: between 5 000 000 and 7 000 000 GBP

II.2.2. Information about options

Options: yes

Description of options: Minimum 3 years + 2 year extension

Provisional timetable for recourse to these options:
in months: 60 (from the award of the contract)

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 24 (from the award of the contract)

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

Start 31.7.2015. Completion 1.8.2018

Information about lots

Lot No: 1

Lot title: Unified Communications

1) Short description

Provision of robust and resilient managed voice, data and video to circa 100+ office locations.

2) CPV code(s)

32412100 Telecommunications network

3) Quantity or scope

- Managed MPLS (or equivalent) end-to-end circuits to all 100+ Nacro offices,
- IaaS,
- Virtual IP telephony / PBX — telephony,
- Conferencing services (voice, data and video).

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 2

Lot title: Data Centres

1) Short description

Provision data centre services for Commercial off the shelf (COTs) and line of business (LoB) applications.

2) CPV code(s)

48820000 Servers

3)

Quantity or scope

- Data centre 2 x site server hosting — Physical and Cloud,
- Power grid separation,
- Server real time synchronisation,
- Server maintenance (24/7),
- Data centre backup and disaster recovery,
- Networking.

4) Indication about different time frame or duration

5) Additional information about lots

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: yes

Description of particular conditions: Subject to acceptance of contractual terms of conditions

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: (1) All candidates will be required to produce a certificate or declaration demonstrating that they are not bankrupt or the subject of an administration order, are not being wound-up, have not granted a trust deed, are not the subject of a petition presented for sequestration of their estate, have not had a receiver, manager or administrator appointed and are not otherwise apparently insolvent.

(2) All candidates will be required to produce a certificate or declaration demonstrating that the candidate, their directors, or any other person who has powers of representation, decision or control of the candidate has not been convicted of conspiracy, corruption, bribery, or money laundering. Failure to provide such a declaration will result in the candidate being declared ineligible and they will not be selected to participate in this procurement process.

(3) All candidates will be required to produce a certificate or declaration demonstrating that they have not been convicted of a criminal offence relating to the conduct of their business or profession.

(4) All candidates will be required to produce a certificate or declaration demonstrating that they have not committed an act of grave misconduct in the course of their business or profession.

(5) All candidates must comply with the requirements of the State in which they are established, regarding registration on the professional or trade register.

(6) Any candidate found to be guilty of serious misrepresentation in providing any information required, may be declared ineligible and not selected to continue with this procurement process.

(7) All candidates will have to demonstrate that they are licensed, or a member of the relevant organisation, in the State where they are established, when the law of that State prohibits the provision of the services, described in this notice, by a person who is not so licensed or who is not a member of the relevant organisation.

(8) All candidates will be required to produce a certificate or declaration demonstrating that they have fulfilled obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which the candidate is established.

(9) All candidates will be required to produce a certificate or declaration demonstrating that they have fulfilled obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established.

III.2.2. Economic and financial ability

List and brief description of conditions: (1) All candidates will be required to provide a reference from their bank.

(2) All candidates will be required to provide evidence of relevant professional risk indemnity insurance.

(3) All candidates will be required to provide a statement, covering the 3 previous financial years including the overall turnover of the candidate and the turnover in respect of the activities which are of a similar type to the subject matter of this notice.

(4) All candidates will be required to provide statements of accounts or extracts from those accounts relating to their business.

III.2.3. Technical and professional ability

List and brief description of conditions:

(1) A statement of the candidate's average annual number of staff and managerial staff over the previous 3 years.

(2) 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;

(3) All candidates will be required to provide certification from an independent body attesting conformity to environmental management standards in accordance with the Community Eco-Management and Audit Scheme (EMAS); or the European standard BS EN ISO 14001.

(4) All candidates will be required to provide certification drawn up by an independent body attesting the compliance of the economic operator with quality assurance standards based on the relevant European standards.

(5) Samples, descriptions and/or photographs, the authenticity of which must be certified if the contracting authority so requests.

(6) 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.

(7) 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.

(8) A statement of the candidate's technical facilities; measures for ensuring quality; and their study and research facilities.

(9) An indication of the proportion of the contract which the services provider intends possibly to subcontract.

(10) 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.

(11) A statement of the tools, plant or technical equipment available to the service provider or contractor for carrying out the contract.

(12) A list of works carried out over the past 5 years, detailing the value of the consideration received; when and where the work or works were carried out; and whether they were carried out according to the rules of the trade or profession and properly completed.

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: and Maximum number 10

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

Nacro UC 2014

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

9.1.2015 - 13:00

IV.3.5.

Estimated date of dispatch of invitations to tender or to participate to selected candidates

28.1.2015

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

VI.2. Information about European Union funds

VI.3. Additional information

Please ensure all questions are submitted through mytenders portal and if you require any assistance please contact the support desk on 0844 5610670.

(MT Ref:135422).

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

31.10.2014