

**United Kingdom-West Lothian: IT services: consulting, software development, Internet and support**

OJ S 227/2013 22/11/2013

Contract award notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Improvement Service

Postal address: Westerton House, East Mains Industrial Estate, Broxburn

Town: West Lothian

Postal code: EH52 5AU

Country: United Kingdom

For the attention of: Loraine Higgins

E-mail: [loraine.higgins@improvementservice.org.uk](mailto:loraine.higgins@improvementservice.org.uk)

Telephone: +44 1506775558

**Internet address(es):**General address of the contracting authority: [www.improvementservice.org.uk](http://www.improvementservice.org.uk)Address of the buyer profile: [http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10882](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10882)**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

General public services

**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**

PQQ Citizen Account Service Renewal - Trusted Secure Access to Digital Public Services.

**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: Scotland.

NUTS code UK United Kingdom

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)****II.1.4. Short description of the contract or purchase(s)**

The Improvement Service (IS) manages a successful and operational Citizens Account Service (CAS) with 2M registered citizens who are using the service for identity assurance to access key public services. This includes data validation checks (customer name / gender /

date of birth and customer address ) on customer applications for a National Entitlement Card (the Scottish public sector smartcard service). The intention of this agreement is to provide secure identity assurance capabilities that are (i) already available within CAS or the market; or (ii) can be developed into CAS or sourced from the market to further improve and enhance the existing CAS to allow local government agencies and partners and the wider public sector to assert the required level of identity assurance to deliver public services. Please note that Provision of Smartcards, a Card Management System and Bureau Fulfilment are outwith the scope of this ITT.

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

72000000 IT services: consulting, software development, Internet and support, 72310000 Data-processing 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: 2 154 587,55 GBP  
excluding VAT

---

**Section IV: Procedure**

**IV.1. Type of procedure**

**IV.1.1. Type of procedure**

Accelerated restricted

**IV.2. Award criteria**

**IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Price. Weighting 50
2. Quality. Weighting 50

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

**IV.3. Administrative information**

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

IS1213005

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

**Contract notice**

Notice number in the OJ S: [2013/S 36-057333](#) of 20.2.2013

---

**Section V: Award of contract**

Lot title: Citizen Account Service Renewal

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

9.9.2013

**V.2. Information about tenders**

Number of tenders received: 4

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

Official name: Tata Consulting Services

Postal address: TCS House, Raveline Street, Fort, Mumbai

Country: Aruba

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

Initial estimated total value of the contract/lot:

Value: 2 154 587,55 GBP

excluding VAT

Total value of the procurement:

Value: 1 729 918 GBP

excluding VAT

If annual or monthly value:

Number of years: 2

**V.5. Information about subcontracting**

Lot title: Citizen Account Service renewal

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

9.9.2013

**V.2. Information about tenders**

Number of tenders received: 4

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

Official name: Spider Online

Postal address: 3Rd Floor 76 Renfield Street

Town: Glasgow

Postal code: G2 1 NQ

Country: United Kingdom

Internet address: [www.spideronline.co.uk](http://www.spideronline.co.uk)

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

Initial estimated total value of the contract/lot:

Value: 2 154 587,55 GBP

excluding VAT

Total value of the procurement:

Value: 89 400 GBP

excluding VAT

**V.5. Information about subcontracting**

Lot title: Citizen Account Service renewal

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

9.9.2013

**V.2. Information about tenders**

Number of tenders received: 4

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

Official name: Experian Ltd

Postal address: Landmark House Experian Way, Ng2 Business Park

Town: Nottingham  
Postal code: NG80 1ZZ  
Country: United Kingdom

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

Initial estimated total value of the contract/lot:

Value: 2 154 587,55 GBP

excluding VAT

Total value of the procurement:

Value: 11 500 GBP

excluding VAT

If annual or monthly value:

**V.5. Information about subcontracting**

**Section VI: Complementary information**

---

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

**VI.2. Additional information**

Rather than award the whole contract to TATA including TATA proposed Sub Contractors, the most cost effective solution was to contract with TATA and to contract direct with TATA's proposed Sub Contractors - Experian, Spider and Brightsolid (Brightsolid value GBP 323 769,55)

(SC Ref:280895)

**VI.3. Procedures for review**

**VI.3.1. Review body**

**VI.3.2. Review procedure**

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

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

20.11.2013