

**United Kingdom-Belfast: Business services: law, marketing, consulting, recruitment, printing and security**

OJ S 239/2014 11/12/2014

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Department for Social Development

Postal address: The Design Centre, 39 Corporation Street

Town: Belfast

Postal code: BT1 3BA

Country: United Kingdom

For the attention of: Harvey Tony

E-mail: [tony.harvey@dfpni.gov.uk](mailto:tony.harvey@dfpni.gov.uk)

Telephone: +44 2890816412

**Internet address(es):**General address of the contracting authority: <http://www.dsdni.gov.uk/>Address of the buyer profile: <https://e-sourcingni.bravosolution.co.uk/web/login.shtml>Electronic access to information: <https://e-sourcingni.bravosolution.co.uk/web/login.shtml>Electronic submission of tenders and requests to participate: <https://e-sourcingni.bravosolution.co.uk/web/login.shtml>**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**

General public services

Other: possible need to insert DETI below

**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**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

DSD — Welfare Reform and Modernisation Consultancy Support.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 11: Management consulting services [6] and related services

Main site or place of performance: Northern Ireland.

NUTS code UKN Northern Ireland

### **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)**

The Department requires consultancy support from the date of Award of Contract until the end of March 2018. The contract may be extended for up to 12 months.

Given the Welfare Reform and Pensions Reform size and complexity, it is not possible to definitively specify at this stage the areas in which the Department will require advice.

However, based on the current programmes of activities the following work themes have been identified as areas where the programme may require consultancy support and advice:

- Implementation;
- Organisational change management;
- Communications;
- Digitalisation.

The contract will be on a call-down basis, with none of the work guaranteed.

The nature and timing of any potential work packages required under the above themes will be subject to implementation timescales and public consultation.

Should a specific requirement be identified, the Contractor will be approached by the Department with more detailed requirements. The service provider must provide the Department with a proposal and cost to deliver the requirements as well as identify the personnel who will deliver the requirements. The Department must approve the proposal and associated costs prior to any work being undertaken or costs incurred. Work must be delivered within agreed timescales or else the Contractor risks losing entitlement to payment.

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

79000000 Business services: law, marketing, consulting, recruitment, printing and security,  
79420000 Management-related services, 79410000 Business and management consultancy 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**

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However, based on the current programmes of activities the following work themes have been identified as areas where the programme may require consultancy support and advice:

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- Communications;
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Sub-contractors may be added throughout the duration of the contract if work packages are identified that require specialist skills and expertise.

Estimated value excluding VAT:

Range: between 1 000 000 and 5 000 000 GBP

### **II.2.2. Information about options**

### **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**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

N/A.

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

As detailed within the tender documents which can be downloaded from the following location: <https://e-sourcingni.bravosolution.co.uk/web/login.shtml>

#### **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 submitting as a consortium one member of the consortium shall be required to accept prime contractor responsibility for the other member(s), and a consortium may be required to form a legal entity with appropriate parent company guarantees as a condition of award.

#### **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: As detailed within the tender documents which can be downloaded from the following location: <https://e-sourcingni.bravosolution.co.uk/web/login.shtml>

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

Minimum level(s) of standards possibly required: Tenderers may be required to furnish information as to economic and financial standing prior to the award of any tender.

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

Minimum level(s) of standards possibly required:

In order to pass the Selection stage, tenderers must:

Demonstrate that the proposed personnel have experience in providing consultancy support to a large scale (1 000+ staff) service delivery organisation engaged in the transformation of its services. In this context, Tenderers must provide details of personnel experience for each of the criteria (and sub-criteria) for SC1 to SC4 below in relation to large scale organisational change. All examples provided must relate to a large scale (1,000+ staff) service delivery organisation.

#### **SC 1 –System Implementation**

Tenderers must provide details of their personnel experience in:

- Experience of pre-launch implementation activities such as management and review of pilot schemes and identification and impacting of dependant systems;
- Experience of developing detailed implementation plans for launch of new systems to enable delivery of new services; and
- Experience of implementing new systems across a wide range of stakeholders in multiple organisations to include activities such as on-site assistance (i.e. floor walking etc.).

#### **SC2 Organisational Change Management**

Tenderers must provide details of their personnel experience in:

1. supporting major change implementation in service design and delivery in larger scale organisations;
2. developing finance models and workforce plans required due to organisation change;
3. carrying out research and public consultation to assess impact of change;
4. assessing the impact of transformational change on internal and external stakeholders;
5. developing strategies to ensure maximum use of ICT and telephony within a major organisation(s) to support the transformation of services; and
6. evaluating the outcome of a change programme to ensure the objectives were met.

#### **SC3 — Communications and Client Advisory Services.**

Tenderers must provide details of their personnel experience in:

1. developing and delivering communication plans to cover a wide range of internal and external stakeholders;
2. providing strategic advice on policy and organisational strategy matters.

#### **SC4 — Digital Transformation.**

Tenderers must provide details of their personnel experience in:

1. undertaking research to support digital transformation;
2. developing and implementing digital services in a public facing environment, with a particular emphasis on experience for pension-age customers (where most of the remaining exploratory work, including channel shift is required);
3. developing customer segmentation or propensity models, in the context of channel shift;
4. advising on re-shaping job roles to reflect a digital first approach;
5. developing communications strategies for promotion of the digital message; and
6. capturing and presenting Management Information (MI) to support digital services.

### **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**

## **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**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

### **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**

Project\_17691

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

no

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 15.1.2015 - 15:00  
Payable documents: no

#### **IV.3.4. Time limit for receipt of tenders or requests to participate**

15.1.2015 - 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: 90 (from the date stated for receipt of tender)

#### **IV.3.8. Conditions for opening of tenders**

Date: 15.1.2015 - 15:00

Place:

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

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

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

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

Suppliers Instructions How to Express Interest in this Tender: 1. Register your company on the eSourcing portal (this is only required once): <https://e-sourcingni.bravosolution.co.uk> and click the link to register — Accept the terms and conditions and click 'I agree' — Enter your correct business and user details — Note the username you chose and click 'Save' when complete — You will shortly receive an email with your unique password (please keep this secure) 2. Express an Interest in the tender — Login to the portal with the username/password — Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) — Click on the relevant PQQ/ ITT to access the content. — Click the 'Express Interest' button at the top of the page. — This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) — You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box 3. Responding to the tender — Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) — You can now use the 'Messages' function to communicate with the buyer and seek any clarification — Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT — There may be a mixture of online and offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk.

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

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

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

Precise information on deadline(s) for review procedures: CPD will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Public Contracts Regulations 2006 (SI 2006 No 5)/ Utilities Contracts Regulations (SI 2005 No 6) (delete as appropriate) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

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

#### **VI.5.**

**Date of dispatch of this notice**

5.12.2014