

United Kingdom-Llandudno Junction: IT services: consulting, software development, Internet and support

OJ S 243/2013 14/12/2013

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: North Wales Housing

Postal address: Plas Blodwel, Broad Street

Town: Llandudno Junction

Postal code: LL31 9HL

Country: United Kingdom

For the attention of: Andrea Williams

E-mail: andrea.williams@nwha.org.uk

Telephone: +44 1492572727

Internet address(es):General address of the contracting authority: www.nwha.org.uk/index.php?id=4Address of the buyer profile: http://www.sell2wales.gov.uk/search/Search_AuthProfile.aspx?ID=AA0905**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**

ICT Support and Maintenance

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: Plas Blodwel, Broad Street, Llandudno Junction, Conwy, Wales. LL31 9HL

NUTS code UKL13 Conwy and Denbighshire

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)**

North Wales Housing is currently developing its vision for ICT in the future through its new ICT Strategy. North Wales Housing is looking for a contractor who is committed to continuous

improvement, flexible to change and who can deliver on the ICT needs of the organisation.

The contract involves the support and management of the following:

- a. ICT Strategy delivery
- b. Server Infrastructure
- c. Managed desktop services
- d. Managed application and licence services
- e. Website and Intranet
- f. Asset Management
- g. Management of the network and telecommunications
- h. Security, business continuity and risk management
- i. Support Services
- j. Service Objectives/KPIs and measurement
- k. System capacity
- l. ICT Governance
- m. Value for money and social value
- n. Continuous service improvement, organisational change management and corporate projects

II.1.5. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 30200000 Computer equipment and supplies, 32250000 Mobile telephones, 30000000 Office and computing machinery, equipment and supplies except furniture and software packages, 32000000 Radio, television, communication, telecommunication and related equipment, 32400000 Networks, 32410000 Local area network, 32420000 Network equipment, 32421000 Network cabling, 32522000 Telecommunications equipment, 42962000 Printing and graphics equipment, 48000000 Software package and information systems, 48310000 Document creation software package, 48311100 Document management system, 48221000 Internet browsing software package, 48222000 Web server software package, 48223000 Electronic mail software package, 48422000 Software package suites, 48500000 Communication and multimedia software package, 48514000 Remote access software package, 48600000 Database and operating software package, 48620000 Operating systems, 48710000 Backup or recovery software package, 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment, 51000000 Installation services (except software), 51300000 Installation services of communications equipment, 51600000 Installation services of computers and office equipment, 64200000 Telecommunications services, 72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72212100 Industry specific software development services, 72250000 System and support services, 72253000 Helpdesk and support services, 72254000 Software testing, 72260000 Software-related services, 72320000 Database services, 72400000 Internet services, 72500000 Computer-related services, 72510000 Computer-related management services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72800000 Computer audit and testing services, 72900000 Computer back-up and catalogue conversion services, 79400000 Business and management consultancy and related services, 79800000 Printing and related services, 79999100 Scanning services, 79418000 Procurement consultancy services, 72300000 Data services, 72220000 Systems and technical consultancy services, 72150000 Computer audit consultancy and hardware consultancy services, 80533000 Computer-user familiarisation and training 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: 791 820 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. Cost. Weighting 60
2. Quality. Weighting 40

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

01-2014ICT

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2013/S 155-270644](#) of 10.8.2013

Section V: Award of contract

Lot title: ICT Support and Maintenance

V.1. Date of conclusion of the contract

19.11.2013

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: Pinacl Solutions Uk Limited

Postal address: Perseus Pinacl Holding Ltd, Perseus House Carlton Court, Business Park

Town: St Asaph

Postal code: LL17 0JG

Country: United Kingdom

Internet address: www.pinaclsolutions.com

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

If annual or monthly value:

Number of years: 5

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information

(WA Ref:4685)

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

13.12.2013