

United Kingdom-London: Administration, defence and social security services
OJ S 242/2014 16/12/2014
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: London Councils
Postal address: 59 1/2 Southwark Street
Town: London
Postal code: SE1 0AL
Country: United Kingdom
For the attention of: Stephen Boon/Garry Hoy
E-mail: tmtenders@londoncouncils.gov.uk
Telephone: +44 2079349951

Internet address(es):

General address of the contracting authority: <http://www.londoncouncils.gov.uk>

I.2. Type of the contracting authority

Regional or local authority

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

Provision of managed services for ICT, back-office and facilities management for parking and other appeals services and managed ICT services at London Councils Southwark office.

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

Services
Service category No 27: Other services
Main site or place of performance:
United Kingdom.
NUTS code

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)

London Councils is a joint committee established by the 32 London borough councils and the City of London (Participating Councils) under section 73 Road traffic Act 1991 and sections 101 to 105 of the Local Government Act 1972 whose terms or reference include authority delegated by the Participating Councils to negotiate contracts which shall be binding upon the

Participating Councils including the Parking and Traffic Appeals Services (PATAS) and transactional services contracts. PATAS is also used by Transport for London. London Councils also provides the Road User Charging Appeals Tribunal (RUCAT) under a contract with the Greater London Authority and manages Parking on Private Land Appeals (POPLA) for England and Wales under a contract with the British Parking Association. The Authority acts as a hub through which all the Information associated with these services flows. In support of these functions and possible new functions London Councils require the provision, operation and on-going support of hardware, communications, packaged and bespoke software, as well as the provision of business support services including hearing and call centres and staff where appropriate. London Councils is currently seeking expressions of interest from organisations who are interested in providing managed services to the London based appeals hearing centre in London EC1V including reception and guarding; back-office processing facilities and call centre; case management system(s) development and maintenance; database management; ICT hardware and software applications and ICT hardware and software applications to London Councils office in London SE1.

The contract is advertised in five lots. Applicants can bid for one or more lots however because lots one (1) and five (5) are both for appeals services and the requirements are broadly the same therefore bids will only be considered for Lots 1 and 5 combined. Lots 1 or 5 will not be awarded separately nor will we let Lot 1 or 5 to different Service Providers. With the exception of lots 1 and 5, Applicants may bid for a single lot or any combination of multiple lots including bidding for all 5 lots.

The Services required fall into the broad category of administrative support (including IT support to the CMS, clerical and other). They do not extend to participation in the formal adjudication process, or to the functions of London Councils' staff.

The contract is advertised in the following five lots:

- Lots 1 (and 5) Appeals Services including development, delivery, hosting and maintenance of the appeals case management systems (These Lots will be awarded together)
- Lot 2 ICT, software, hardware and support (for the Appeals Services based in London EC1V)
- Lot 3 ICT, software, hardware and support (for London Councils based in SE1)
- Lot 4 Transactional services (Tow-away, Recovering and Clamping Enquiry (TRACE) and Traffic Enforcement Centre (TEC)
- Lot 5 Other appeals services (see Lot 1 as Lot 1 and 5 will be let together).

II.1.5. CPV code(s)

75000000 Administration, defence and social security services, 79500000 Office-support services, 79900000 Miscellaneous business and business-related services, 75100000 Administration services, 72000000 IT services: consulting, software development, Internet and support, 64000000 Postal and telecommunications services, 48000000 Software package and information systems

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

Lowest offer 13 000 000 and Highest offer 31 600 000 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

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

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

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2013/S 107-183177](#) of 5.6.2013

Contract notice

Notice number in the OJ S: [2014/S 21-033089](#) of 30.1.2014

Section V: Award of contract

Contract No: Provision of managed services for ICT, back-office and facilities management for parking and other appeals services and managed ICT services at London Councils Southwark office

Lot No: 1

- Lot title: Lots 1 Appeals services including development, delivery and maintenance of the appeals case management systems (Lots 1 and 5 will be awarded together)

V.1. Date of conclusion of the contract

27.10.2014

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: Northgate Information Solutions Ltd

Postal address: People Building 2 People Building Estate, Maylands Avenue, Hemel Hempstead, Hertfordshire

Town: Hemel Hempstead

Postal code: HP2 4NW

Country: United Kingdom

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

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: Provision of managed services for ICT, back-office and facilities management for parking and other appeals services and managed ICT services at London Councils Southwark office

Lot No: 2

- Lot title: ICT, software, hardware and support (for the Appeals Services based in London EC1V)

V.1. Date of conclusion of the contract

27.10.2014

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: NORTHGATE INFORMATION SOLUTIONS LIMITED

Postal address: People Building 2 People Building Estate, Maylands Avenue, Hemel Hempstead, Hertfordshire

Town: Hemel Hempstead,

Postal code: HP2 4NW

Country: United Kingdom

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

V.5. Information about subcontracting

Contract No: Provision of managed services for ICT, back-office and facilities management for parking and other appeals services and managed ICT services at London Councils Southwark office

Lot No: 4

- Lot title: Transactional services (Tow-away, Recovering and Clamping Enquiry (TRACE) and Traffic Enforcement Centre (TEC)

V.1. Date of conclusion of the contract

27.10.2014

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: NORTHGATE INFORMATION SOLUTIONS LIMITED

Postal address: People Building 2 People Building Estate, Maylands Avenue, Hemel Hempstead, Hertfordshire

Town: Hemel Hempstead

Postal code: HP2 4NW

Country: United Kingdom

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

V.5. Information about subcontracting

Contract No: Provision of managed services for ICT, back-office and facilities management for parking and other appeals services and managed ICT services at London Councils Southwark office

Lot No: 5

- Lot title: Other Appeals Services (Lots 1 and 5 will be awarded together)

V.1. Date of conclusion of the contract

27.10.2014

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: NORTHGATE INFORMATION SOLUTIONS LIMITED
Postal address: People Building 2 People Building Estate, Maylands Avenue, Hemel Hempstead, Hertfordshire
Town: Hemel Hempstead
Postal code: HP2 4NW
Country: United Kingdom

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

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

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

Potential applicants are requested to express their interest through completion of a Pre-Qualification Questionnaire which is available by download from the website of London Councils at www.londoncouncils.gov.uk/aboutus/invitationtotender. The questionnaire must be returned to Frank Smith, London Councils, 591/2 Southwark Street London SE1 0AL by 12 noon on Monday 10 March 2014 and include three (3) paper copies and one CD of the completed questionnaire and any supporting documents (including one (1) set of accounts). If potential applicants require clarification or have questions they should email Elaine Hughes or Garry Hoy at tmtenders@londoncouncils.gov.uk. During the pre-qualification stage for this procurement London Councils will publish on its website all questions and responses given to these questions. The names of individuals and organisations raising the questions will be anonymised. It is envisaged that the subsequent Invitation to tender will be issued around Friday 25 April 2014. London Councils reserves the right not to award any contract as a result of the procurement process instigated by the publication of this notice. In no circumstances will London Councils be responsible for any costs with participation in an expression of interest or invitation to tender.

VI.3. Procedures for review

VI.3.1. Review body

Official name: Spencer Palmer, London Councils
Postal address: 591/2 Southwark Street
Town: London
Postal code: SE1 0AL
Country: United Kingdom

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: London Councils will incorporate a minimum of ten (10) working days standstill period at the point at which the information on the award of contract is communicated to tenderers. After which, if there is not a legal challenge the contract will be accepted.

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

VI.4.

Date of dispatch of this notice

11.12.2014