

United Kingdom-Welwyn Garden City: IT services: consulting, software development, Internet and support

OJ S 220/2019 14/11/2019

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Hertfordshire County Council — Herts FullStop

Postal address: Mundells

Town: Welwyn Garden City

NUTS code: UKH23 Hertfordshire

Postal code: AL7 1FT

Country: United Kingdom

Contact person: Glenn Facey

E-mail: anita.shipman@hertfordshire.gov.uk

Telephone: +44 1707292601

Internet address(es):Main address: www.hertfordshire.gov.ukAddress of the buyer profile: www.supplyhertfordshire.uk**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.supplyhertfordshire.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.supplyhertfordshire.uk>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

HCC Nov 19 — The Provision of a Wholesale and Distribution Enterprise Resource Planning System including E-Commerce Platform

Reference number: HCC1911854

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Herts Fullstop (HFS) is currently out to procurement for the provision of a Wholesale and Distribution Business Enterprise Resource Planning System including E-Commerce Platform. Further information in regards to this opportunity can be found in II.2.4) Description of the procurement field (OJEU contract notice refers). Organisations wishing to take part in this project are invited to 'express interest' which will give access to the full procurement documents in the e-tendering system. Please see VI.3) Additional information for further information. Any questions relating to this procurement must be made via the correspondence area in the e-Tendering system, in accordance with the procurement documents and can be addressed to the main contact as shown in the details above. Please allow sufficient time to make your return as late returns will not be permitted by the system.

II.1.5. Estimated total value

Value excluding VAT: 4 450 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48100000 Industry specific software package, 48190000 Educational software package, 48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: UKH23 Hertfordshire

Main site or place of performance:

II.2.4. Description of the procurement

Herts FullStop (HFS) was established by Hertfordshire County Council over 60 years ago as one of the first businesses specifically set up to service the education sector. The businesses continue to be operated and controlled by Hertfordshire County Council (the Council) and have expanded significantly in scale and scope since their initial inception. The collective turnover of the businesses is circa 25 600 000 GBP per annum with circa 85 % of turnover coming from the education sector. HFS employs c. 102 staff (excluding drivers) which increases in periods of peak demand to c. 141 staff (excluding drivers). Herts FullStop (HFS) as part of Hertfordshire County Council is seeking an implementation partner(s) to provide, implement and support (for a minimum term of 6 years) a wholesale and distribution Enterprise Resource Planning (ERP) System, plus a fully integrated e-commerce platform. HFS's preference is that the ERP solution should be based on the Microsoft Dynamics 365 Business Central or the Oracle NetSuite platform. There will be an initial discovery phase. The software stack that tenderer(s) put forward must collectively provide functionality covering: e-commerce, business information reporting, financials, sales, marketing, customer service, supply chain, reporting and warehouse/logistics. The software stack may incorporate several software applications to deliver the functionality needed and integration should be seamless between applications. The ultimate solution should deliver HFS the following high level outcomes:

- Outcome 1: to provide a Software as a Service (SaaS) Wholesale and Distribution ERP solution, plus a fully integrated e-commerce platform favouring a configurable, out of the box approach, leveraging pre-configured applications where possible, thus limiting development work,
- Outcome 2: for HFS and the successful tenderers(s) to establish a collaborative working relationship which is underpinned by continuous improvement over the life of the solution;
- Outcome 3: to provide improved visibility and capability across all areas and channels of the business to inform decision making for staff and to add to quality of service for customers thereby improving customer and staff experience,
- Outcome 4: to provide a high level of support for customers and staff, including onsite training for HFS staff both pre- and post-implementation to ensure the solution is delivered with minimal disruption to customers,
- Outcome 5: to provide HFS with the digital tools to create visibility and to execute service, while providing customers with the ability to self-serve,
- Outcome 6: to achieve value for money for the taxpayers of Hertfordshire, by supporting HFS increasing profitability,
- Outcome 7: to aim for delivery of the minimum viable product in December 2020. The estimated total value of the contract is stated in II.1.5) of this notice and is for the initial term inclusive of the approximate value for extensions. For the avoidance of doubt, the estimated capital costs relating to implementation could be circa 600 000 GBP to 1 200 000 GBP with on-going system support, hosting, upgrade and licensing costs of circa 175 000 GBP to 325 000 per annum on average over the life of the contract. The contract will be awarded for an initial term of 6 years and 10 months, with the option to extend the contract up to 4 further years. Please note that the contract requirements will be subject to available financial resources, supplier performance and flexibility to meet changing demands. Organisations should be aware that due to the nature of the services provided, any contract formed as a result of this procurement process shall be executed as a deed. Organisations should seek independent legal advice on the implications of this prior to submitting their bid, where appropriate.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 82

This contract is subject to renewal: yes

Description of renewals:

This contract will be reviewed at the end of the contract period.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

There is the option to extend the contract for a further period of up to 48 months.

II.2.13. Information about European Union funds

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

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 08/01/2020 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 08/01/2020 Local time: 12:00

Place:

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.3. Additional information

Please note: Hertfordshire County Council has worked closely with its districts and partners to create a joint procurement portal called supply Hertfordshire. This portal provides an e-

Tendering system which is run by In-Tend. To access this procurement opportunity please visit www.supplyhertfordshire.uk and follow the on-screen guidance. In accordance with Regulation 53 of The Public Contracts Regulations 2015, the Council's procurement documents are available within the e-Tendering system. This is a one stage procurement process. Therefore, if you wish to be considered as a tenderer you must complete and submit a tender by the specified closing date and time. Tender submissions cannot be uploaded after this return deadline. If you are experiencing problems In-Tend offer a help section which includes a dedicated UK support desk which can be contacted via email: support@in-tend.com or Telephone: +441144070065 for any website/technical questions, Monday to Friday, 8.30-17.30. The Council reserves the right at any time to cease the procurement process and not award a contract or to award only part of the opportunity described in this notice. If the Council takes up this right, then they will not be responsible for or pay the expenses or losses, which may be incurred by any organisation or tenderer as a result. The Council undertakes to hold confidential any information provided in the proposal submitted, subject to the Council's obligations under the law including the Freedom of Information Act 2000. If the organisation considers that any of the information submitted in the proposal should not be disclosed because of its sensitivity then this should be stated with the reason for considering it sensitive. The Council will then endeavour to consult with the applicant about such sensitive information when considering any request received under the Freedom of Information Act 2000 before replying to such a request. The Council reserves the right to carry out additional financial checks on all organisations bidding for this opportunity at any time during the procurement process. This is to ensure that they continue to meet the Council's requirements and remain financially viable to fulfil the requirements under the (contract/framework agreement).

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court
Postal address: Royal Court of Justice, The Strand
Town: London
Postal code: WC2A 2LL
Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: High Court
Postal address: Royal Court of Justice, The Strand
Town: London
Postal code: WC2A 2LL
Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
The contracting authority will incorporate a minimum 10 calendar days (when using electronic means) standstill period at the point information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to challenge the decision to award a contract before a contract is executed/signed (as appropriate). The Public Contracts Regulations 2015 ('Regulations') provide for aggrieved parties who have been harmed or at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly and within the time limits as defined in the above regulations. Where a contract has not been entered into the court may order the setting aside of the award decision or order the contracting authority to amend any

document and may award damages. If the contract has been entered into the court has the options to award damages and/or to shorten or order the contract ineffective.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Chief Legal Officer

Postal address: Hertfordshire County Council, County Hall

Town: Welwyn Garden City

Postal code: SG13 8DE

Country: United Kingdom

VI.5. Date of dispatch of this notice

12/11/2019