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**UK-Reading: IT services: consulting, software development, Internet and support**

**2010/S 108-164151**

**CONTRACT NOTICE**

**Services**

**SECTION I: CONTRACTING AUTHORITY**

**I.1) NAME, ADDRESSES AND CONTACT POINT(S)**

Reading Borough Council  
Civic Office  
Contact: Corporate Procurement Team  
Attn: ICT Procurement Team  
RG1 7AE Reading  
UNITED KINGDOM  
Tel. +44 1189372945  
E-mail: [rbciictprocurement@e-box.net](mailto:rbciictprocurement@e-box.net)  
Fax +44 1189372278

**Internet address(es)**

General address of the contracting authority [www.reading.gov.uk](http://www.reading.gov.uk)  
Address of the buyer profile [www.reading.gov.uk/procurement](http://www.reading.gov.uk/procurement)

**Further information can be obtained at:** As in above-mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:** As in above-mentioned contact point(s)

**Tenders or requests to participate must be sent to:** As in above-mentioned contact point(s)

**I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES**

Regional or local authority  
General public services  
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 attributed to the contract by the contracting authority**

UK-Reading: ICT managed service contract.

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services  
Service category: No 7  
Main place of performance The Borough of Reading and adjacent areas Berkshire.  
NUTS code UKJ11

**II.1.3) The notice involves**

A public contract

**II.1.4) Information on framework agreement**

**II.1.5) Short description of the contract or purchase(s)**

The authority seeks to identify cost effective, value for money innovative, information and communications technology (ICT) service providers that have the capability to meet current and anticipated service requirements. The authority is undertaking a programme of works to improve the efficiency and effectiveness of its ICT service. ICT service delivery, innovation and ICT investment are seen as key enablers to the authority's overall business transformation. The contract will cover the purchase of a managed service for the delivery of ICT operational services, as well as ICT development and ICT investment. The Council is looking for a single partner that will act as prime contractor and that can deliver the full range of ICT services and investment.

The managed ICT services may include:

ITIL standard service support processes (or equivalent) including service desk, event management, incident management request fulfilment, problem management, change management, configuration management, release /deployment management;

ITIL standard service delivery processes (or equivalent) - capacity management, availability management, access management and IT service continuity management;

Provision of backup / restore services;

Provision of print & output services;

Provision of server hosting, management and support;

Provision of network data (WAN,LAN, WLAN) services;

Provision of network voice (fixed and mobile) services;

Provision of data storage & archive services;

Provision of database administration services;

Provision of desktop services;

Provision of middleware management and services;

Provision of internet / web management and services;

Provision of information security management and services including ; disaster recovery & business continuity;

Provision of business software/ applications management & support services;

Provision of advice & consultancy;

Provision of learning & development (training) services;

Provision of programme, project and implementation services;

Provision of software & hardware purchasing services;

Provision of other ICT services.

Interested parties should indicate their interest to participate in this tender by completing and returning a pre-qualification questionnaire (PQQ). For further information detailing the process for obtaining the PQQ & memorandum of information (MOI) refer to VI.3) additional information.

The contract service commencement date is 1.11.2011.

**II.1.6) Common procurement vocabulary (CPV)**

72000000, 73220000, 72317000, 72500000, 72510000, 32400000, 72720000, 72700000, 64212000, 72100000, 72200000, 72222000, 72250000, 72220000, 72222000, 72222300, 72228000, 30200000, 72800000, 48820000, 50300000, 51600000, 64200000, 32000000, 48000000, 48610000, 48620000, 72900000, 72710000, 72251000, 72252000, 72253000, 72261000, 72262000, 32524000, 48810000, 72260000, 72600000, 72511000, 72315000, 72300000, 72400000

**II.1.7) Contract covered by the Government Procurement Agreement (GPA)**

Yes

**II.1.8) Division into lots**

No

**II.1.9) Variants will be accepted**

Yes

II.2) **QUANTITY OR SCOPE OF THE CONTRACT**

II.2.1) **Total quantity or scope**

The provision of managed information and communications technology (ICT) services. While the contracting authority cannot guarantee volumes for illustrative purposes only it is estimated that the potential total annual value is 3 000 000 GBP to 7 000 000 GBP over a term of 5 to 9 years as specified in the range below.

Excluding VAT

Range between 15 000 000 and 63 000 000 GBP

II.2.2) **Options**

Yes

description of these options: Option 1: a 7 year term with the option for the Contracting Authority to extend by a period of 24 months.

Option 2: a 5 year contract with the option for the Contracting Authority to extend by a period of 24 months and then again the option for the Contracting Authority to extend by a second period of 24 months.

II.3) **DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION**

Duration in months: 108 (from the award of the contract)

**SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION**

III.1) **CONDITIONS RELATING TO THE CONTRACT**

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

A performance bond or parent company guarantee may be required.

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

The Contracting Authority will consider novel and innovative technical and financial solutions that meet its requirement. Tenders must be priced in pounds sterling and all payments under the contract shall be made in pounds sterling.

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

If awarded to a group of economic operators acting as a consortium, then the lead member of the consortium will be expected to act as prime contractor with appropriate sub-contracting arrangements.

III.1.4) **Other particular conditions to which the performance of the contract is subject**

Yes

The applicable terms will be set out in the contract document that accompanies the invitation to participate in dialogue (ITPD).

III.2) **CONDITIONS FOR PARTICIPATION**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if requirements are met: Evidence of economic and financial standing and technical competence will be required as defined in pre-qualification questionnaire (PQQ).

III.2.2) **Economic and financial capacity**

Information and formalities necessary for evaluating if requirements are met: Evidence of economic and financial standing and technical competence will be required as defined in pre-qualification questionnaire (PQQ).

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if requirements are met:

Evidence of economic and financial standing and technical competence will be required as defined in pre-qualification questionnaire (PQQ).

III.2.4) **Reserved contracts**

No

III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

III.3.1) **Execution of the service is reserved to a particular profession**

No

III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**

Yes

**SECTION IV: PROCEDURE**

IV.1) **TYPE OF PROCEDURE**

IV.1.1) **Type of procedure**

Competitive dialogue

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

Envisaged minimum number 3 maximum number 8

Objective criteria for choosing the limited number of candidates: Evidence of economic and financial standing and technical competence will be required as defined in pre-qualification questionnaire (PQQ). There will be some pass/fail criteria contained within the PQQ. Candidates who do not demonstrate compliance with any of the pass/fail criteria will be excluded from the procurement exercise. Based on weighted criteria which will be contained in the PQQ, the Contracting Authority will select a maximum of 8 Potential Providers who will be taken through to the ITPD stage.

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated Yes

IV.2) **AWARD CRITERIA**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) **An electronic auction will be used**

No

IV.3) **ADMINISTRATIVE INFORMATION**

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

SC076

IV.3.2) **Previous publication(s) concerning the same contract**

No

IV.3.3) **Conditions for obtaining specifications and additional documents**

Time limit for receipt of requests for documents or for accessing documents 30.6.2010 - 12:00

Payable documents No

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

7.7.2010 - 12:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**  
English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**

IV.3.8) **Conditions for opening tenders**

**SECTION VI: COMPLEMENTARY INFORMATION**

VI.1) **THIS IS A RECURRENT PROCUREMENT**

No

VI.2) **CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS**

No

VI.3) **ADDITIONAL INFORMATION**

The Contracting Authority does not bind itself to enter into any contract as a result of the publication of this notice and will not, under any circumstances, have any liability for any costs any person responding to this notice incurs in any part of this tender process.

The Contracting Authority anticipates that the Transfer of Undertakings (Protection of Employment) Regulations 2006 will apply to the contract.

Section III.1.2 - Essential to the success of the project will be ensuring that the proposals made display appropriate transfer of risk, affordability and value for money. Payments will be made on the basis of agreed quality and performance targets.

Section IV.3.3 The pre- qualification questionnaire (PQQ) & memorandum of information (MOI) will be available via a secure extranet portal. The E- box extranet portal will be used throughout the procurement process for all exchanges of documents. During the PQQ stage there is no charge to bidders for the use of E-box.

Following PQQ responses, organisations invited to participate in dialogue and beyond will be charged 20 GBP per month per user which will be invoiced and payable by the bidder directly to E-box. In declaring an interest in this procurement process the bidder agrees to the use of E- box. For access to the secure portal bidders should register an interest by sending an email to [rbcictprocurement@e-box.net](mailto:rbcictprocurement@e-box.net) Please indicate in the email the name(s), address and contact telephone numbers of bid team members who you require to have access to PQQ documents. Please also indicate a primary & secondary contact point. In response the bidder will receive an email from E- box with instructions on enrolment and access to the secure portal. This will enable the bidder to download all PQQ and supporting information. It is anticipated that the PQQ & MOI will be available on E- box from 7.6.2010. The contracting authority will indicate the indicative key milestone dates for each of the procurement stages which will be contained in the memorandum of information (MOI). Applicants are asked to complete a pre-qualification questionnaire (PQQ) and return it via E-box by 7.7.2010 (12:00). Note that the time limit for receipt of requests for documents will be 30.6.2010 (12:00).

GO reference: GO 10060309/01.

VI.4) **PROCEDURES FOR APPEAL**

VI.4.1) **Body responsible for appeal procedures**

Reading Borough Council

Civic Offices

RG1 7AE Reading

UNITED KINGDOM

E-mail: [rbcictprocurement@e-box.net](mailto:rbcictprocurement@e-box.net)

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: In accordance with Regulation 32 (information about contract award procedures and the application of standstill period prior to contract award) and Regulation 47 (enforcement of obligations) of the UK's Public Contracts Regulations 2006 as amended by the Public Contracts (Amendment) Regulations 2009.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **DATE OF DISPATCH OF THIS NOTICE:**

3.6.2010