Opportunities in the UK

1 Local Government

1.1 Bolton Council: IT services: consulting, software development, Internet and support

2011/S 38-062643

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

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

Bolton Council

CICT Division, Room 19, Town Hall

Attn: Mr Chris Johnson

BL1 1RX Bolton

UNITED KINGDOM

E-mail: c.johnson1@manchester.gov.uk

Internet address(es)

General address of the contracting authority www.bolton.gov.uk

Further information can be obtained at: www.thechest.nwce.gov.uk

Interested parties must register for access to the Pre Qualifying Questionnaire (PQQ). The Authority is using the e-business portal known as THE CHEST (www.thechest.nwce.gov.uk). Applicants will need to register their details at the following link https://www.thechest.nwce.gov.uk/procontract/supplier.nsf/frm\_home?openForm. Once registered, applicants will be emailed a log-in and password which will allow applicants to gain access to the pre-qualification questionnaire. Applicants will need to electronically submit the completed PQQ and accompanying documentation via the on-line portal by 19:00 pm on the 26.04.11, as referred to in IV.3.4. Any clarification queries must also be submitted via THE CHEST.

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at: www.thechest.nwce.gov.uk

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Tenders or requests to participate must be sent to: www.thechest.nwce.gov.uk

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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 Yes

SECTION II: OBJECT OF THE CONTRACT

II.1)DESCRIPTION

II.1.1)Title attributed to the contract by the contracting authority

Information Communications and Technology (ICT) Services.

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 Bolton or Bolton and Ashton, Leigh and Wigan, Greater Manchester.

NUTS code UKD4

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 Borough Council of Bolton (“Bolton”) acting as lead authority is seeking a cost effective, value for money, innovative service provider to deliver facilities managed information and communication technologies (ICT) services to:(a) Bolton; or(b) Bolton and one or more of Wigan Borough Council, potentially including Wigan and Leigh Housing Company Ltd and/or Wigan Leisure and Culture Trust (“Wigan”) and/or Bolton at Home Limited (“BH”) and/or Bolton Primary Care Trust (“Bolton PCT”) and/or Ashton, Leigh and Wigan PCT (“Wigan PCT”)in order to meet both the existing and future ICT needs of each of the aforementioned and to achieve service improvements and cost savings.

Bolton currently operates an outsourced service (on behalf of itself and BH) whilst Wigan, Bolton PCT and Wigan PCT each operate an internal ICT service.

The ICT services required by Bolton may include:

— ICT Help / Service Desk and Problem Management,

— ICT Desktop Support and Maintenance,

— ICT Wide and Local Area Data Networking Mgmt, Admin and Support,

— Voice Telephony support and administration - IP telephony - Centrex - Mobile,

— E-Mail, Internet and Intranet(s) Mgmt and support (inc ISP provisioning and Web Hosting),

— Data Centre Mgmt (inc. Server Farm Administration and Support, Wintel, Unix, etc),

— Application Management and Support (inc. Oracle Database Management)— Third Party Mgmt,

— IT Security Mgmt and Support (inclusive of firewalls et al)— Contingency Planning and Disaster Recovery,

— Web Development Services (inc of ISP management),

— Inventory Control and Asset Management— Event Management— Members Support. — Projects and Consultancy as commissioned,

— ICT Technology Procurement & Provisioning Bolton Specific Services.

— Oracle e-Business Suite Mgmt, Administration and Support - Modules in use are; Accounts Payable, Accounts Receivable, General Ledger, Cash Management, Enterprise Asset Management, Customer Relationship Management, Field Service, Advanced Scheduler, HR, HR Self Service, Online Learning Management, Payroll, I-Procurement, Fixed Assets, Projects, Inventory, Internal Trading, Order Management, Property Manager, I-Supplier, Contracts, Discoverer, Data Librarian, Data Warehouse and Application Desktop Integrator.

The ICT services required by Wigan may include:

— ICT Help / Service Desk and Problem Management,

— ICT Desktop Support and Maintenance,

— ICT Wide and Local Area Data Networking Mgmt, Admin and Support,

— Voice Telephony support and administration - IP telephony - Centrex - Mobile,

— E-Mail, Internet and Intranet(s) Mgmt and support (inc ISP provisioning and Web Hosting),

— Data Centre Mgmt (inc. Server Farm Administration and Support, Wintel, Unix, etc),

— Application Management and Support (inc. Oracle Database Management),

— Third Party Mgmt — IT Security Mgmt and Support (inclusive of firewalls et al),

— Contingency Planning and Disaster Recovery,

— Web Development Services (inc of ISP management),

— Inventory Control and Asset Management,

— Event Management— Members Support,

— Projects and Consultancy as commissioned. — ICT Technology Procurement & Provisioning.

Wigan Specific Services:

— Print Unit & Reprographic service — Schools internet service— Technical support to Primary schools.

The ICT services required by BH may include:

— ICT Help / Service Desk and Problem Management,

— ICT Desktop Support and Maintenance,

— ICT Wide and Local Area Data Networking Mgmt, Admin and Support,

— Voice Telephony support and administration - IP telephony - Centrex - Mobile,

— E-Mail, Internet and Intranet(s) Mgmt and support (inc ISP provisioning and Web Hosting),

— Data Centre Mgmt (inc. Server Farm Administration and Support, Wintel, Unix, etc),

— Application Management and Support (inc. Oracle Database Management),

— Third Party Mgmt,

— IT Security Mgmt and Support (inclusive of firewalls et al),

— Contingency Planning and Disaster Recovery,

— Web Development Services (inc of ISP management),

— Inventory Control and Asset Management— Event Management— Members Support,

— Projects and Consultancy as commissioned,

— ICT Technology Procurement & Provisioning Bolton at Home Specific Services.

— Oracle e-Business Suite Mgmt, Administration and Support - Modules in use are; Accounts Payable, Accounts Receivable, General Ledger, Cash Management, Enterprise Asset Management, Customer Relationship Management, Field Service, Advanced Scheduler, HR, HR Self Service, Online Learning Management, Payroll, I-Procurement, Fixed Assets, Projects, Inventory, Internal Trading, Order Management, Property Manager, I-Supplier, Contracts, Discoverer, Data Librarian, Data Warehouse and Application Desktop Integrator.

Council/Partner Top-level Volumetric Background.

— Bolton - In terms of the ICT Infrastructure:

— Top Level Volumes Approximations/Estimates: 5374 users (inclusive of 7100 email accounts, etc) 275 servers (inclusive of 19 Unix Servers, 5 VMware ESXi Servers, 17 Solaris) 3 data centre rooms 1500 laptops 242 ADSL lines 4000 Network ports 2296 Centrex lines / 3030 IP Lines (Centrex – 1318 BC, 978 Schools) Approx 650 Service Request / month Approx 3000 Help Desk Calls / Month Approx 256 separately connected locations 2589 Mobile phones (2546 BC, 43 Schools) Oracle foot-print – site license plus 18 x processor license - 5500 Oracle users (inc. self service & i-procurement)- 13700 payroll accounts o Location(s) Approx 256 separately connected locations geographically distributed across the Bolton metropolitan area (includes Bolton at Home Locations) Councillors Home, Home workers, Flexible access o 6 x Directorates – Corporate Resources, Chief Executives, Children Services, Adults and Community Services, Environment plus Development and Regeneration;

— Wigan - In terms of the ICT Infrastructure (Wigan Council including Wigan and Leigh Housing and Wigan Leisure and Culture Trust);

— Top Level Volumes Approximations/Estimates: 6000 users Number of Client Devices: - Desktop PC’s: 2000 - Thin Client Terminals: 2100 - Laptops: 750.

Number of printers supported: Xerox managed print Server environment: 140 physical servers & 270 virtual servers Server platform:

— Microsoft Windows: (2003, 2008, 2008R2, 2000, NT4) - Virtualization: (VMware ESX, Hyper-V, Virtual server 2005) - SAN: (Dell EMC, Dell Equalogic, Netapp) o Location(s) Number of locations: 400, including 200 Schools, 80 Councilors Homes and 20 dedicated Home workers; IT Staff based in 4 Locations,

— Bolton at Home - Top Level Volumes Approximations/Estimates: o Volumes 700 users(inclusive of 1 000 email accounts), 20 servers 281 Centrex lines / 511 IP Lines 792 Mobile phones.

Use Bolton Council’s data centre rooms -.

Bolton is looking for a single and flexible service provider who can deliver either of the options detailed in section II.2.2 below and who will act as prime contractor to deliver a wide and full range of ICT services.

Bolton reserves the right at all times during the tender process to:(a) choose either of the options detailed at section II.2.2 below; and(b) contract on behalf of itself and Wigan and/or BH and/or Bolton PCT and/or Wigan PCT or for each contracting authority to contract separately.

II.1.6)Common procurement vocabulary (CPV)

72000000, 32430000, 32410000, 72720000, 72710000, 32418000, 64212000, 32250000, 79800000, 79810000, 48824000, 30000000, 32000000, 64200000, 32500000, 50300000, 72224000, 45314000, 45314100, 45314120, 45314200, 45314300, 45314310, 45314320

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 estimated minimum price for all the services for Bolton is approximately GBP 3 000 000/yr and the maximum price for Bolton plus Wigan plus Bolton at Home plus Bolton PCT and Wigan PCT is estimated at approximately GBP 10 000 000/yr.

II.2.2)Options

Yes

description of these options: Option 1: Bolton is seeking a service provider to deliver ICT services to Bolton alone.

Option 2: Bolton is seeking a service provider to deliver ICT services to Bolton and one or more of Wigan, BH, Bolton PCT and Wigan PCT (including the potential for shared services) either under one contract or under separate contracts.

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

Duration in months: 96 (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

Performance bond and /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

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

Joint and several liability.

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

No

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: Any supplier may be disqualified who:

(a) is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;

(b) is the subject of proceedings for a declaration of bankruptcy, for an order compulsory winding up the administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations;

(c) has been convicted by a judgment which has the force of res judicata in accordance with the legal provisions of the country of any offence concerning his professional conduct;

(d) has been guilty of grave professional misconduct proven by any means which the contract authorities can demonstrate;

(e) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;

(f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;

(g) is guilty of serious misrepresentation in supplying the information required under this Section or has not supplied such information;

(h) has been the subject of a conviction for participation in a criminal organization, as defined in Article 2(1) of Council Joint Action 98/733/JHA;

(i) has been the subject of a conviction for corruption, as defined in Article 3 of the Council Act of 26.5.1972 and Article 3(1) of Council Joint Action 98/742/JHA3 respectively;

(j)has been the subject of a conviction for fraud within the meaning of Article 1 of the Convention relating to the protection of the financial interests of the European Communities;

(k) has been the subject of a conviction for money laundering, as defined in Article 1 of Council Directive 91/308/EEC of 10.6.1991 on prevention of the use of the financial system for the purpose of money laundering.

III.2.2)Economic and financial capacity

Information and formalities necessary for evaluating if requirements are met: (a) appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;

(b) the presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under the law of the country in which the economic operator is established;

(c) a statement of the undertaking’s overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information of these turnovers is available.

III.2.3)Technical capacity

Information and formalities necessary for evaluating if requirements are met:

(a) a list of the works carried out over the past five years, accompanied by certificates of satisfactory execution for the most important works. These certificates shall indicate the value, date and site of the works and shall specify whether they were carried out according to the rules of the trade and properly completed. Where appropriate, the competent authority shall submit these certificates to the contracting authority direct;

(b) a list of the principal deliveries effected or the main services provided in the past three years, with the sums, dates and recipients, whether public or private, involved. Evidence of delivery and services provided shall be given: - where the recipient was a contracting authority, in the form of certificates issues or countersigned by the competent authority, - where the recipient was a private purchaser, by the purchaser’s certification or, failing this, simply by a declaration by the economic operator;

(c) an indication of the technicians or technical bodies involved, whether or not belonging directly to the economic operator’s undertaking, especially those responsible for quality control and, in the case of public works contracts, those upon whom the contractor can call in order to carry out the work;

(d) a description of the technical facilities and measures used by the supplier or service provider for ensuring quality and the undertaking’s study and research facilities;

(e) where the products or services to be supplied are complex or, exceptionally, are required for a special purpose, a check carried out by the contracting authorities or on their behalf by a competent official body of the country in which the supplier or service provider is established, subject to that body’s agreement, on the production capabilities of the supplier or the technical capacity of the service provider and, if necessary, on the means of study and research which are available to it and the quality control measures it will operate;

(f) the educational and professional qualifications of the service provider or contractor and/or those of the undertaking’s managerial staff and, in particular, those of the person or persons responsible for providing the services or managing the work;

(g) for public works contracts and public services contracts, and only in appropriate cases, and indication of the environmental management measures that the economic operator will be able to apply when performing the contract;

(h) a statement of the average annual manpower of the service provider or contractor and the number of managerial staff for the last three years;

(i) a statement of the tools, plant or technical equipment available to the service provider or contractor for carrying out the contracts;

(j) an indication of the proportion of the contract which the services provider intends possibly to subcontract;

(k) with regard to the products to be supplied: (i) samples, descriptions and/or photographs, the authenticity of which must be certified if the contracting authority so request; (ii) certificates drawn up by official quality control institutes or agencies of recognized competence attesting the conformity of products clearly identified by references to specifications or standards.

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

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 7

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

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

No

IV.3.3)Conditions for obtaining specifications and additional documents

Payable documents No

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

26.4.2011 - 19:00

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

25.3.2011

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

Persons authorised to be present at the opening of tenders No

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

An Open Day has been arranged:

— Pre PQQ Open ½ Day: On 21st March 1:30 – 3:30pm in the Festival Hall in the Bolton's main Town Hall building where organisations interested in bidding will have the opportunity to:

— Receive a brief introduction from the Council covering the Facilities Management objectives; - Put their questions to a panel of Council officers; and - Meet other bidders and potential partners interested in the services.

Please contact Ms Kelly Lever no later than 14th March, 2011 on +44 1204331503 or via kelly.lever@bolton.gov.uk if you are intending attending this Open Day with the number of places you wish to reserve at this event.

In terms of the contract period:

The duration of the contract, as detailed in section II.3 includes an implementation period of up to 12 months for the transfer and implementation of ICT services. The contract term will, therefore, be 7 years from the date of implementation. In respect of Bolton and BH, service delivery will be required with effect from 1.7.2013 whilst Wigan, Bolton PCT and Wigan PCT may require service delivery to commence at an earlier date to be agreed. There shall also with a 12 month warranty/defects liability period following expiry of the contract term.

There shall be a right for Bolton, Wigan, BH, Bolton PCT and Wigan PCT (as applicable) to opt out on expiry of the fifth year of the contract term.

The Contracting Authority reserves the right in line with Regulation 14 (1) (d) (ii) of the Public Contract Regulations 2006 (Article 31 (4) (b) of Directive 2004/18/EC) to award further contracts to the successful provider where these are a repetition of the services to be provided under this contract.".

The Authority reserves the right not to award a contract as a result of the procurement process initiated by this notice and will not be liable for any costs incurred by candidates.

Interested parties must register for access to the Pre Qualifying Questionnaire (PQQ). The Authority is using the e-business portal known as THE CHEST (www.thechest.nwce.gov.uk). Applicants will need to register their details at the following link https://www.thechest.nwce.gov.uk/procontract/supplier.nsf/frm\_home?openForm.

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VI.4)PROCEDURES FOR APPEAL

VI.4.1)Body responsible for appeal procedures

VI.4.2)Lodging of appeals

Precise information on deadline(s) for lodging appeals: Bolton will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers prior to entering into the contract. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations.

2006 (SI 2006 No 5) 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).

Any such action must be brought promptly (generally within 3 months).

Where a contract has not been entered into the court may order setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into the court may award damages and/or shorten or order the contract ineffective.

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

VI.5)DATE OF DISPATCH OF THIS NOTICE:

21.2.2011