

Transforming Labour Market Services (TLMS)

EUROPEAN UNION

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E-mail: ojs@publications.europa.eu Info & on-line forms: <http://simap.europa.eu>**CONTRACT NOTICE****SECTION I: CONTRACTING AUTHORITY****I.1) NAME, ADDRESSES AND CONTACT POINT(S)****Official name:** [Department for Work and Pensions](#)**Postal address:** [CD Sourcing Team,](#)
[2nd Floor, Ontario House,](#)
[2 Furness Quay,](#)
[Salford](#)**Town:** [Manchester](#)**Postal code:** [M50 3XZ](#)**Country:** [United Kingdom](#)**Contact point(s):** [CD Sourcing Team](#)**Telephone:** [UK:01618731350](#)
[or Overseas:](#)
[441618731350](#)**For the attention of:** [CD Sourcing Team](#)**Email:** sourcing.nw@dpw.gsi.gov.uk**Fax:** [UK: 01618731130](#)
[or Overseas:](#)
[441618731130](#)**Internet address(es) (if applicable)**General address of the contracting authority (URL): <http://www.dpw.gov.uk>

Address of the buyer profile (URL):

Further information can be obtained at:

- ☒ As in above-mentioned contact point(s)
☐ Other: please complete Annex A.I

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)
☐ Other: please complete Annex A.II

Tenders or requests to participate must be sent to:

- ☒ As in above-mentioned contact point(s)
☐ Other: please complete Annex A.III

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

- | | |
|---|--|
| <input checked="" type="radio"/> Ministry or any other national or federal authority, including their regional or local sub-divisions | <input type="radio"/> General public services |
| <input type="radio"/> National or federal agency/office | <input type="radio"/> Defence |
| <input type="radio"/> Regional or local authority | <input type="radio"/> Public order and safety |
| <input type="radio"/> Regional or local agency/office | <input type="radio"/> Environment |
| <input type="radio"/> Body governed by public law | <input type="radio"/> Economic and financial affairs |
| <input type="radio"/> European institution/agency or international organisation | <input type="radio"/> Health |
| <input type="radio"/> Other (<i>please specify</i>): | <input checked="" type="radio"/> Social protection |
| | <input type="radio"/> Recreation, culture and religion |
| | <input type="radio"/> Education |
| | <input type="radio"/> Other (<i>please specify</i>): |

The contracting authority is purchasing on behalf of other contracting authorities:

- ☐ yes ☒ no

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SECTION II: OBJECT OF THE CONTRACT

II.1) DESCRIPTION

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

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

(Choose one category only - works, supplies or services - which corresponds most to the specific object of your contract or purchase(s))

<input type="radio"/> (a) Works <input type="radio"/> Execution <input type="radio"/> Design and execution <input type="radio"/> Realisation, by whatever means of work, corresponding to the requirements specified by the contracting authorities	<input type="radio"/> (b) Supplies <input type="radio"/> Purchase <input type="radio"/> Lease <input type="radio"/> Rental <input type="radio"/> Hire purchase <input type="radio"/> A combination of these	<input checked="" type="radio"/> (c) Services Service category No 7 <i>(For service categories 1-27, please see Annex II of Directive 2004/18/EC)</i>
Main site or location of works	Main place of delivery	Main place of performance United Kingdom NUTS code UK

II.1.3) The notice involves

- ☒ A public contract
☐ The establishment of a framework agreement
☐ The setting up of a dynamic purchasing system (DPS)

II.1.4) Information on framework agreement (if applicable)

<input type="radio"/> Framework agreement with several operators Number <i>OR, if applicable, maximum number of participants to the framework agreement envisaged</i>	<input type="radio"/> Framework agreement with a single operator
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Duration of the framework agreement:

Duration in year(s): _____ or month(s): _____

Justification for a framework agreement, the duration of which exceeds four years:

Estimated total value of purchases for the entire duration of the framework agreement (if applicable; give figures only):	
Estimated value excluding VAT:	Currency:
OR Range: between _____ and _____	Currency:
Frequency and value of the contracts to be awarded: <i>(if known)</i> :	

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

Recruitment services. Job search services. Software implementation services. System support services. The DWP is seeking to transform its Jobcentre Plus labour market services by modernising its delivery of recruitment services to employers and the support of job search activity by individual job seekers via a range of on-line services. The required solution will aim to put the DWP and Jobcentre Plus business at the forefront of customer service and an exemplar for employers, job seekers and job changers. This consists of around 1.6m job seekers receiving back to work help, an average of 10,580 new vacancies each working day and over 1m job searches each working day for Jobcentre Plus job vacancies using the Directgov website. The service will be used by individuals in receipt of out of work benefits, people looking to change jobs, and employers who want to place their vacancies with Jobcentre Plus. The service must be expansible to support other customer groups with the potential to re-use relevant services delivered by DWP and other government departments. The solution will extend the Jobcentre Plus job search facility to enable individuals to search a wide range of vacancies from those placed directly with Jobcentre Plus as well as those from employers' own websites by aggregating vacancies directly from HR systems or other vacancy and file stores, and from other job boards as a single search. Employers will be able to manage their vacancy requirements by placing an employee specification and receive well targeted and automated candidate matches. Provide a self-service facility for employers without an on-line recruitment system, enabling them to create a vacancy and manage potential candidate responses to vacancy notices. Provide a service to enable employers to directly contact potential candidates without any intervention from Jobcentre Plus. The service will offer intuitive prompts to guide recruiters in creating their vacancy ensuring compliance with relevant legislation and to provide appropriate safeguards for job seekers. Offer an enhanced and intuitive job search service provided by Jobcentre Plus by enabling individuals to self serve and create an on-line profile detailing skills, qualifications, competencies, work history, and job criteria via a secure on-line account. Provide individuals with suggested alternative jobs based on similar searches undertaken by others. Offer the completion of on-line applications via an employers own web site. Provide a match between individual profiles and vacancies, each party receiving an automated match, including relevant information such as public transport links and location information. Provide tracking on registered job seeker activity and vacancy to gather relevant business and labour market intelligence. Provide an automated feedback mechanism, enabling employers and registered job seekers to provide real time information, on each other, and their experiences as a whole, to influence service improvement. Job search must be accessible to the public via Directgov, employers via Businesslink, EURES, and to Jobcentre Plus personnel via internal systems. The service will be available 24 hours a day 7 days a week with the exception of planned downtime outside of normal business hours. Conform to extant security requirement. Be compliant with extant legislation (e.g. Welsh Language Act; DDA etc). A service provider will be required to ensure the provision, implementation and on-going maintenance and operational support of the components of the solution.

Accessibility of the TLMS service is paramount. It needs to offer accessibility to all candidates and Employers who wish to access the service.

DWP will wish bidders to outline their approach to TLMS delivery within the questionnaire in terms of how they envisage all the functionalities being delivered by March 2011 (either by a "big bang" approach or as a progressive approach), however, DWP do require as a minimum, the "Vacancy Aggregation" service to be available to a number of agreed Employers by October 2010 with other services introduced progressively and for TLMS to be fully functional by March 2011.

Jobcentre Plus operates the UK Public Employment Services on behalf of Government by advertising vacancies received and facilitating a search of these vacancies by UK and EU citizens free of charge.

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II.1.6) Common procurement vocabulary (CPV)

	Main vocabulary	Supplementary vocabulary (if applicable)
Main object	79600000	
Additional object(s)	72222300	
	72263000	
	72253200	

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

☒ yes ☐ no

II.1.8) Division into lots (for information about lots, use Annex B as many times as there are lots)

☐ yes ☒ no

If yes, tenders should be submitted for (tick one box only)

- ☐ one lot only
☐ one or more lots
☐ all lots

II.1.9) Variants will be accepted

☐ yes ☒ no

II.2) QUANTITY OR SCOPE OF THE CONTRACT

II.2.1) Total quantity or scope (including all lots and options, if applicable)

The DWP is seeking to transform its Jobcentre Plus labour market services by modernising its delivery of recruitment services to employers and the support of job search activity by individual job seekers via a range of on-line services.

TLMS will aim to put the DWP and Jobcentre Plus business at the forefront of customer service and as an exemplar for employers, job seekers and job changers. This consists of around 1.6m job seekers receiving back to work help, an average of 10,580 new vacancies each working day and over 1m job searches each working day for Jobcentre Plus job vacancies using the Directgov website. The service will be used by a range of individuals: people in receipt of out of work benefits, people looking to change jobs, and any employer who wants to place their vacancies with Jobcentre Plus. The service must be expandable to support other customer groups with the potential to re-use relevant services delivered by DWP and other government departments

If applicable, estimated value excluding VAT (give figures only):		Currency:
OR Range: between 10000000.00	and 50000000.00	Currency: GBP

II.2.2) Options (if applicable)

☒ yes ☐ no

If yes, description of these options:

DWP require as a minimum, the "Vacancy Aggregation" service to be available to a number of agreed Employers by October 2010 with other services introduced progressively so that TLMS is fully functional by March 2011. TLMS must also be flexible enough to incorporate additional functionalities during the lifecycle of the contract either because of new developments in Technology or as additional DWP requirements

If known, provisional timetable for recourse to these options:		
in months:	or days:	(from the award of the contract)
Number of possible renewals (if any):	or Range: between	and

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If known, in the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: or days: (from the award of the contract)

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

Duration in months: or days: (from the award of the contract)

OR Starting 29/10/2010 (dd/mm/yyyy)

Completion 31/10/2014 (dd/mm/yyyy)

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SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

III.1) CONDITIONS RELATING TO THE CONTRACT

III.1.1) Deposits and guarantees required (if applicable)

Parent company guarantees, performance bonds or deposits may be required in appropriate circumstances

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

This detail will be contained in the TLMS documentation.

Interested bidders need to email DWP at the email address given in section 1.1 to register their interest and request documentation for TLMS. This documentation will be sent out to all Expressions of Interest from 29/3/10

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

The Contracting Authority will only contract with a Single Legal Entity and any consortium will be required to set up such an entity, for example a Special Purpose Vehicle (SPV), as a condition of and prior to contract award

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

☐ yes ☒ no

If yes, description of particular conditions

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 if any of the circumstances listed in Article 45 of the Public Procurement Directive 2004/18/EC (Regulation 23 of the UK Public Contracts Regulations 2006) apply to their organisation and suppliers will be asked to complete an appropriate declaration, which will be provided at a later stage

III.2.2) Economic and financial capacity

Information and formalities necessary for evaluating if requirements are met:

A questionnaire will be issued to suppliers who respond to this Notice to request details of their economic and financial capacity. This will be available from 29th March 2010 (see III.1.2)

Minimum level(s) of standards possibly required (if applicable):

III.2.3) Technical capacity

Information and formalities necessary for evaluating if requirements are met:

A questionnaire will be issued to suppliers who respond to this Notice to request details of their technical capacity". This will be available from 29th March 2010 (see III.1.2)

Minimum level(s) of standards possibly required (if applicable):

III.2.4) Reserved contracts (if applicable)

☐ yes ☒ no

☐ The contract is restricted to sheltered workshops

☐ The execution of the contract is restricted to the framework of sheltered employment programmes

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III.3) CONDITIONS SPECIFIC TO SERVICES CONTRACTS**III.3.1) Execution of the service is reserved to a particular profession**

☐ yes ☒ no

If yes, reference to the relevant law, regulation or administrative provision:

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

☐ yes ☒ no

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SECTION IV: PROCEDURE

IV.1) TYPE OF PROCEDURE

IV.1.1) Type of procedure

<input type="radio"/> Open	
<input type="radio"/> Restricted	
<input type="radio"/> Accelerated restricted	Justification for the choice of accelerated procedure:
<input type="radio"/> Negotiated	Candidates have already been selected <input type="radio"/> yes <input type="radio"/> no If yes, provide names and addresses of economic operators already selected under Section VI.3) <i>Additional information</i>
<input type="radio"/> Accelerated negotiated	Justification for the choice of accelerated procedure:
<input checked="" type="radio"/> Competitive dialogue	

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate (*restricted and negotiated procedures, competitive dialogue*)

Envisaged number of operators
OR Envisaged minimum number 3 and , if applicable, maximum number 4
Objective criteria for choosing the limited number of candidates: An assessment of the suppliers capability and capacity to deliver the TLMS Service will be based on their responses given in the PQQ Questionnaire issued by DWP. This will include full details of the criteria which DWP will use to invite suppliers to participate in the Dialogue procedure. The questionnaire will be available from 29th March 2010 (see III.1.2)

IV.1.3) Reduction of the number of operators during the negotiation or dialogue (*negotiated procedure, competitive dialogue*)

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

☐ yes ☒ no

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IV.2) AWARD CRITERIA

IV.2.1) Award criteria (please tick the relevant box(es))

☐ Lowest price

OR

☒ The most economically advantageous tender in terms of

☐ the criteria stated below (the award criteria should be given with their weighting or in descending order of importance where weighting is not possible for demonstrable reasons)

☒ the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

Criteria	Weighting	Criteria	Weighting
1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	

IV.2.2) An electronic auction will be used

☐ yes ☒ no

If yes, additional information about electronic auction (if appropriate)

IV.3) ADMINISTRATIVE INFORMATION

IV.3.1) File reference number attributed by the contracting authority (if applicable)

TLMS/DWP/CD

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

☐ yes ☒ no

If yes,

<input type="radio"/> Prior information notice	<input type="radio"/> Notice on a buyer profile
Notice number in OJ:	of (dd/mm/yyyy)
<input type="radio"/> Other previous publications (if applicable)	

IV.3.3) Conditions for obtaining specifications and additional documents (except for a DPS) or descriptive document (in the case of a competitive dialogue)

Time limit for receipt of requests for documents or for accessing documents	
Date: (dd/mm/yyyy)	Time:
Payable documents	
<input type="radio"/> yes <input checked="" type="radio"/> no	
If yes, price (give figures only):	Currency:
Terms and method of payment:	

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

Date: 04/05/2010 (dd/mm/yyyy) Time: 12:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates (if known) (in the case of restricted and negotiated procedures, and competitive dialogue)

Date: 10/06/2010 (dd/mm/yyyy)

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

ES	CS	DA	DE	ET	EL	EN	FR	IT	LV	LT	HU	MT	NL	PL	PT	SK	SL	FI	SV
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other:

IV.3.7) Minimum time frame during which the tenderer must maintain the tender (open procedure)

Until: (dd/mm/yyyy)

OR Duration in month(s): OR days: (from the date stated for receipt of tender)

IV.3.8) Conditions for opening tenders

Date: (dd/mm/yyyy) Time:

Place (if applicable):

Persons authorised to be present at the opening of tenders (if applicable)

☐ yes ☐ no

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SECTION VI: COMPLEMENTARY INFORMATION**VI.1) THIS IS A RECURRENT PROCUREMENT** *(if applicable)*

☐ yes ☒ no

If yes, estimated timing for further notices to be published:

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

☐ yes ☒ no

If yes, reference to project(s) and/or programme(s):

VI.3) ADDITIONAL INFORMATION *(if applicable)*

TLMS will be sourced using a Prime Contractor arrangement. The contract will be awarded for a period of four years with the option to extend for a further two years.

The TLMS service provider will be required to ensure the provision, implementation, on-going maintenance; operational support and on-going release functionality of all the components of the solution are taken into account within the Contract Value.

Interested bidders need to email DWP at the email address given in section 1.1 to register their interest and request documentation for TLMS. This documentation will be sent out to all Expressions of Interest from 29/3/10

Tenderers must maintain the tender for a period of 6mths from the date stated for receipt of tender.

VI.4) PROCEDURES FOR APPEAL**VI.4.1) Body responsible for appeal procedures**

Official name: DEPARTMENT FOR WORK AND PENSIONS

Postal address: Courier Address: CD Sourcing Team, 2nd Floor Ontario House, 2 Furness Quay, Salford

Town: Manchester

Postal code: M50 3XZ

Country: United Kingdom

Telephone: UK: 01618731350
Overseas:441618731350

Email: sourcing.nw@dwp.gsi.gov.uk

Fax:

Internet address (URL):

Body responsible for mediation procedures *(if applicable)*

Official name:

Postal address:

Town:

Postal code:

Country:

Telephone:

Email:

Fax:

Internet address (URL):

VI.4.2) Lodging of appeals *(please fill heading VI.4.2 OR if need be, heading VI.4.3)*

Precise information on deadline(s) for lodging appeals:

This authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. The Public Contracts Regulations 2006 (SI 2006 No 5) (as amended) 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 the 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 in the case of specified breaches of the rules may also order the termination

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or shortening of the contract and the levying of fines Economic Operators seeking the termination of a contract (where this is permitted) may be required to bring action within 30-days, although this period is extended to 6-months in specified circumstances. The purpose of the standstill period referred to above is to allow parties to apply to the Courts to set aside the award decision before the contract is entered into.

You may also care to note the information provided via the following web- links:

The DWP commercial complaints process - <http://www.dwp.gov.uk/supplying-dwp/purchasing-in-dwp/dwp-commercial-complaints/>

The Office of Government Commerce (OGC) Supplier Feedback Service- http://www.ogc.gov.uk/procurement_policy_and_practice_ogc_supplier_feedback_service.asp

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

Official name:	DEPARTMENT FOR WORK AND PENSIONS		
Postal address:	Courier Address: CD Sourcing Team, 2nd Floor Ontario House, 2 Furness Quay, Salford		
Town:	Manchester	Postal code:	M50 3XZ
Country:	United Kingdom	Telephone:	UK:01618731350 Overseas:441618731350
Email:	sourcing.nw@dwp.gsi.gov.uk	Fax:	
Internet address (URL):			

VI.5) DATE OF DISPATCH OF THIS NOTICE:

19/03/2010 (dd/mm/yyyy)

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ANNEX A**ADDITIONAL ADDRESSES AND CONTACT POINTS****I) ADDRESSES AND CONTACT POINTS FROM WHICH FURTHER INFORMATION CAN BE OBTAINED**

Official name:

Postal address:

Town:

Postal code:

Country:

Contact point(s):

Telephone:

For the attention of:

Email:

Fax:

Internet address (URL):

II) ADDRESSES AND CONTACT POINTS FROM WHICH SPECIFICATIONS AND ADDITIONAL DOCUMENTS (INCLUDING DOCUMENTS FOR COMPETITIVE DIALOGUE AS WELL AS A DYNAMIC PURCHASING SYSTEM) CAN BE OBTAINED

Official name:

Postal address:

Town:

Postal code:

Country:

Contact point(s):

Telephone:

For the attention of:

Email:

Fax:

Internet address (URL):

III) ADDRESSES AND CONTACT POINTS TO WHICH TENDERS/REQUESTS TO PARTICIPATE MUST BE SENT

Official name:

Postal address:

Town:

Postal code:

Country:

Contact point(s):

Telephone:

For the attention of:

Email:

Fax:

Internet address (URL):

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<i>If applicable, estimated value excluding VAT (give figures only):</i>	Currency:
OR Range: between and	Currency:

4) INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION
(if applicable)

Duration in months:	or days:	(from the award of the contract)
OR Starting	(dd/mm/yyyy)	
Completion	(dd/mm/yyyy)	

5) ADDITIONAL INFORMATION ABOUT LOTS