

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:63086-2014:TEXT:EN:HTML>

**United Kingdom-Norwich: Electronic mail services
2014/S 038-063086**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

The Minister for the Cabinet Office acting through Government Procurement Service
Rosebery Court St Andrews Business Park

Contact point(s): The above mentioned contact points(s)

For the attention of: ICT Aggregation Team

NR7 0HS Norwich

UNITED KINGDOM

Telephone: +44 3450103503

E-mail: supplier@ccs.gsi.gov.uk

Internet address(es):

General address of the contracting authority: <http://ccs.cabinetoffice.gov.uk>

Address of the buyer profile: <https://gpsesourcing.cabinetoffice.gov.uk>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local sub-divisions

I.3) Main activity

Other: Public Procurement

I.4) Contract award on behalf of other contracting authorities

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:

RM1085 Managed eMail.

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

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: Primarily in the UK with some limited requirements overseas.

NUTS code UK

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with several operators

Number of participants to the framework agreement envisaged: 20

Duration of the framework agreement

Duration in years: 2

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT:

Range: between 120 000 000 and 350 000 000 GBP

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

Government Procurement Service as the Contracting Authority is putting in place a Pan Government Collaborative Framework Agreement for use by UK public sector bodies identified at VI.3 (and any future successors to these organisations), which include Central Government Departments and their Arm's Length Bodies and Agencies, Non Departmental Public Bodies, NHS bodies and Local Authorities.

The above Public Sector Bodies have a need for a framework agreement for the delivery of managed eMail services (the Services) which will be delivered at a minimum of IL2 (Official).

Each implementation of the Services will comprise core components and common components; and may include supplementary components. Further information on the services can be found at II.2.1 of this notice.

Sustainability:

The sustainability of Services offered under the framework agreement will be a component part in reducing Contracting Authorities' carbon footprints, not only in energy consumption but also in enabling further wider reduction in sustainability impacts. In addition, the sustainability of framework agreement suppliers' sources of supply should be a key consideration.

Potential Providers will be expected to assist customers in delivering the Greening Government commitments (see links below):

<http://sd.defra.gov.uk/gov/green-government/commitments/>

http://c15024310.r10.cf2.rackcdn.com/greening_government_ict.pdf

We welcome proposals on how industry could help customers meet these commitments, or any other suggestions on how sustainability can be met in this space.

Equalities and Social Values Acts:

The provisions of the Equalities and Social Values Acts will apply to this framework agreement and any call off orders placed by Contracting Bodies. Potential Providers will be expected to support Contracting Bodies with meeting their obligation under this act.

Reducing Costs:

We are particularly interested in understanding how we can reduce costs, and invite innovative proposals to lower both demand and price whilst supporting Contracting Bodies diverse business needs. Maintaining currency of pricing is also a key deliverable.

We are seeking to attract the widest possible industry representation on this framework agreement, and aim to design the procurement to have a broad appeal. We welcome interest from the whole Potential Provider base including small, medium and large local, regional and national players, all of whom are encouraged to bid for this opportunity either independently or through consortia groupings.

II.1.6) Common procurement vocabulary (CPV)

64216120, 32400000, 32412110, 32412120, 32413100, 32510000, 32581000, 48000000, 48100000, 48200000, 48219100, 48219700, 48223000, 48515000, 48517000, 48613000, 48710000, 48730000, 48731000, 48732000, 48750000, 48760000, 48761000, 48780000, 48783000, 48800000, 48811000,

48982000, 48987000, 64212100, 64212200, 64212300, 64212400, 64216000, 64216100, 64216110, 64216200, 64216210, 64221000, 64223000, 72000000, 72200000, 72212100, 72212223, 72212515, 72212732, 72212760, 72212761, 72212780, 72212781, 72212782, 72212900, 72212985, 72222300, 72227000, 72246000, 72250000, 72251000, 72253000, 72253200, 72260000, 72261000, 72262000, 72263000, 72265000, 72268000, 72300000, 72310000, 72312100, 72313000, 72314000, 72315000, 72315100, 72315200, 72317000, 72500000, 72511000, 72600000, 72700000, 92512000, 98391000

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The Services available under the Managed eMail framework agreement Services will comprise of 3 components and will need to be delivered at a minimum of IL2 (Official).

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

The framework agreement is divided into Lots based upon the size of managed email service implementation rather than technology deployed. Therefore the Services will be the same in each of the three Lots; and Suppliers will be differentiated on their capability to meet the volume requirements in each Lot.

Lot 1 - Small Volume Email Implementation (up to 9999 Mailboxes) Five (5) Awarded Places for Lot 1 Suppliers (plus Five (5) Reserved Places for Lot 2 Suppliers, Ten (10) Reserved Places for Lot 3 Suppliers meaning Twenty (20) Suppliers in total).

Lot 2 - Medium Volume Email Implementation (between 10000 and 99999 Mailboxes) Five (5) Awarded Places for Lot 2 Suppliers (plus Ten (10) Reserved Places for Lot 3 Suppliers meaning Fifteen (15) Suppliers in total).

Lot 3 - Large Volume Email Implementation (100000+ Mailboxes) Ten (10) suppliers.

Please note as described in paragraph 3 in Attachment 1 to the ITT Instructions suppliers will only be awarded a single framework agreement. Suppliers that are awarded a place on Lot 3 will be granted a reserved place on Lots 1 and 2. Likewise, suppliers that are awarded a place on Lot 2 will be granted a reserved place on Lot 1.

Government Procurement Service reserves the right for an electronic auction to be held by Public Sector bodies during further competition among the parties to the Framework Agreement(s).

II.2.2) Information about options

Options: yes

Description of these options: Option for up to maximum 2 years extension period provided 3 months written notice prior to expiry of initial period.

II.2.3) Information about renewals

II.3) Duration of the contract or time limit for completion

Duration in months: 24 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Small Volume Email Implementation (up to 9999 mailboxes)

1) Short description

Lot 1 - Small Volume Email Implementation (up to 9999 Mailboxes)

Managed eMail Service as described in ITT Attachment 6 Framework Schedule 2 Services and Key Performance Indicators.

The list of services to be provided but not limited to:

Delivery of managed eMail services (the Services) which will delivered at a minimum of IL2 (Official).

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

2) Common procurement vocabulary (CPV)

64216120, 48200000, 64216200, 72268000, 72212732, 48810000, 48982000, 72212780, 72212781, 48731000, 72310000, 64212300, 72317000, 32581000, 72260000, 48783000, 64221000, 72314000, 48223000, 72265000, 64216110, 72227000, 64216210, 48710000, 32400000, 72253000, 48000000, 30230000, 98391000, 32413100, 48760000, 48517000, 72315100, 32412110, 72315000, 64212200, 72212761, 72212760, 64216000, 72212900, 48219100, 92512000, 64212400, 72212223, 72500000, 64223000, 72212985, 72300000, 48780000, 72315200, 72261000, 48219700, 72312100, 48613000, 48732000, 72222300, 48987000, 48515000, 64212100, 72313000, 72412000, 32412120, 72212782, 72212100, 72253100, 48100000, 72263000, 72246000, 72212515, 32510000, 72251000, 64216100, 72253200, 48800000, 72511000, 72262000, 48750000, 72200000, 48761000, 72600000, 48730000

3) Quantity or scope

Suppliers that are awarded framework agreements must be able to supply organisations with managed eMail service up to 9,999 mail boxes

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

In order to be awarded a place on Lot 1 suppliers must be capable of delivering all of the Core Components and Common Components. Suppliers must be able to handle and manage up to 9,999 mail boxes for any single implementation.

A maximum of 5 suppliers (plus 5 reserved places for Lot 2 suppliers and 10 reserved places for Lot 3 suppliers; meaning 20 capable suppliers in total) shall be awarded a framework agreement for Lot 1.

Lot No: 2

Lot title: Medium Volume Email Implementation (between 10000 and 99999 Mailboxes)

1) **Short description**

Medium Volume Email Implementation (between 10000 and 99999 Mailboxes)

Managed eMail Service as described in ITT Attachment 6 Framework Schedule 2 Services and Key Performance Indicators.

The list of services to be provided but not limited to:

Delivery of managed eMail services (the Services) which will be delivered at a minimum of IL2 (Official).

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

2) **Common procurement vocabulary (CPV)**

64216120, 72315000, 72251000, 32412110, 72212985, 48613000, 72263000, 72511000, 48732000, 48730000, 72315200, 64212300, 72312100, 48750000, 72212900, 48987000, 48761000, 72315100, 48710000, 48219700, 72313000, 72212100, 64216000, 72212781, 64216210, 48811000, 72412000, 92512000, 72262000, 72212760, 48517000, 72700000, 48515000, 64216100, 64212400, 72227000, 48760000, 72261000, 48780000, 72265000, 32412120, 72212782, 48200000, 72310000, 72600000, 72253100, 72212761, 64212100, 72253200, 72200000, 64216110, 48783000, 72317000, 72253000, 30230000, 72212732, 48223000, 72260000, 64221000, 64212200, 48982000, 72212515, 72250000, 64216200, 72000000, 48800000, 48219100, 72300000, 48731000, 72222300, 72212780, 32581000, 72500000, 48000000, 32510000, 72246000, 72268000, 98391000, 72212223, 72314000, 32400000, 32413100, 48100000, 48810000

3) **Quantity or scope**

10,000 to 99,999 eMail mail boxes

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

In order to be awarded a place on Lot 2 suppliers must be capable of delivering all of the Core Components and Common Components. Suppliers must be able to handle and manage up to 99,999 mail boxes for any single implementation.

A maximum of 5 suppliers (plus 10 reserved places for Lot 3 suppliers; meaning 15 capable suppliers in total) shall be awarded a framework agreement for Lot 2.

Lot No: 3

Lot title: Large Volume Email Implementation (100,000+ Mailboxes)

1) **Short description**

Large Volume Email Implementation (100,000+ Mailboxes)

Managed eMail Service as described in ITT Attachment 6 Framework Schedule 2 Services and Key Performance Indicators.

The list of services to be provided but not limited to:

Delivery of managed eMail services (the Services) which will delivered at a minimum of IL2 (Official).

Each implementation of the Services will comprise core components and common components; and may include supplementary components.

Core components include: Secure eMail; Secure eMail Gateway; Mobile Device Management; White Pages and Directory Service; Business Partner Secure eMail; and eMail router.

Common components include: Access; Administration; Onboarding & Offboarding; Information Security; Service Management (including Service Desk); Customer Service; Data Retention and Compliance; and Reporting.

Supplementary components are ancillary requirements that enhance or otherwise supplement the core components and may vary from supplier to supplier. Supplementary components will not be tested by the procurement but may be offered by suppliers as part of catalogue offerings or as part of their response to further competitions. Examples of supplementary components include, but are not limited to: Instant Messaging and Collaboration; Remote Storage; and Insecure eMail.

Customers that procure services under this framework agreement must purchase a core component and can select optional supplementary components. Supplementary components cannot be procured in isolation under the framework agreement.

2) **Common procurement vocabulary (CPV)**

64216120, 72212100, 72265000, 32412110, 64216210, 72315100, 98391000, 72251000, 72212781, 72317000, 72212760, 48760000, 48223000, 48710000, 72212223, 72253000, 48517000, 48810000, 72212515, 64212200, 72250000, 48732000, 48811000, 72262000, 64212400, 72412000, 72212761, 72315200, 64216000, 48515000, 64212300, 48800000, 32412120, 48780000, 72313000, 72227000, 48761000, 92512000, 32581000, 72268000, 32400000, 72212782, 32510000, 48982000, 72261000, 32413100, 48613000, 72253100, 48731000, 48730000, 72212900, 72312100, 64212100, 48750000, 72200000, 72000000, 64221000, 48783000, 72212780, 30230000, 72246000, 72222300, 72600000, 72700000, 72212732, 48000000, 72212985, 72253200, 72511000, 48100000, 72500000, 72300000, 64216110, 64216100, 48219100, 72263000, 64223000, 48200000, 72314000, 48987000, 72310000, 72260000, 72315000, 48219700

3) **Quantity or scope**

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

In order to be awarded a place on Lot 3 suppliers must be capable of delivering all of the Core Components and Common Components. Suppliers must be able to handle and manage more than 100,000 mail boxes for any single implementation.

In order to be awarded a place on Lot 3, Suppliers must be able to evidence an annual turnover of £40m or more during each of the previous 2 years. Where a consortium bid is proposed, then the members of that consortium can aggregate annual turnover in order to satisfy this requirement, subject to one consortium member accounting for at least 40% of the annual requirement. The turnover may result from operations in either the public or private sector; and must in part cover the scope of this Lot.

A maximum of 10 suppliers shall be awarded a framework agreement for Lot 3.

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Participants will be advised if this is necessary during the procurement. Parent company and/or other guarantees of performance and financial liability may be required by Government Procurement Service or proposed by participants if considered appropriate.

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

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

No special legal form is required but if a contract is awarded to a consortium, the Contracting Authority may require the consortium to form a legal entity before entering into the Framework Agreement.

III.1.4) Other 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 the requirements are met: Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an Invitation to Tender ("ITT").

This procurement will be managed electronically via the Government Procurement Service's e-Sourcing Suite. To participate in this procurement, participants must first be registered on the e-Sourcing Suite.

If you have not yet registered on the eSourcing Suite, this can be done online at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link 'Register for GPS eSourcing'. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at <http://gps.cabinetoffice.gov.uk/i-am-supplier/respond-tender>

Once you have registered on the eSourcing Suite, a registered user can express an interest for a specific procurement. This is done by emailing ExpressionOfInterest@gps.gsi.gov.uk

Your email must clearly state: the name and reference for the procurement you wish to register for; the name of the registered supplier; and the name and contact details for the registered individual sending the email. Government Procurement Service will process the email and then enable the supplier to access the procurement online via the e-Sourcing Suite. The registered user will receive a notification email to alert them once this has been done.

As a user of the e-Sourcing Suite you will have access to Emptoris email messaging service which facilitates all messages sent to you and from you in relation to any specific RFX event. Please note it is your responsibility to access these emails on a regular basis to ensure you have sight of all relevant information.

For technical assistance on use of the e-Sourcing Suite please contact Government Procurement Service

Support Desk email: eEnablement@gps.gsi.gov.uk

Responses must be published by the date in IV.3.4.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1

Minimum level(s) of standards possibly required: As detailed in the ITT.

III.2.3) Technical capacity

Information and formalities necessary for evaluating if the requirements are met:

Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1.

Minimum level(s) of standards possibly required:

As detailed in the ITT.

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2) Staff responsible for the execution of the service

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

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

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

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) Information about electronic auction

An electronic auction will be used: yes

Additional information about electronic auction: Government Procurement Service reserves the right to conduct an electronic auction at the Invitation to Tender (ITT) stage of this procurement. In such instances information will be provided to the Bidders as part of the ITT documentation.

IV.3) Administrative information

- IV.3.1) **File reference number attributed by the contracting authority:**
RM1085
- IV.3.2) **Previous publication(s) concerning the same contract**
Prior information notice
of 14.5.2013
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**
Payable documents: no
- IV.3.4) **Time limit for receipt of tenders or requests to participate**
3.4.2014 - 14:00
- 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**
in days: 120 (from the date stated for receipt of tender)
- IV.3.8) **Conditions for opening of tenders**
Date: 3.4.2014 - 14:00
Place:
Electronically, via web-based portal.

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: no
- VI.2) **Information about European Union funds**
The contract is related to a project and/or programme financed by European Union funds: no
- VI.3) **Additional information**
Duration for Placing Orders: The duration referenced in Section II.1.4 is for the placing of Customer call off orders.
Contact Notice Values: The values provided in Sections II.2.1 and II.1.4 are only an estimate. We cannot guarantee to Suppliers any business through this framework agreement.
A Potential Providers Conference has been arranged as detailed below:
Location: Norwich Office Rosebery Court, St Andrews Business Park, Norwich, NR7 0HS, England
Date: Tuesday 11.3.2014.
Time: 10:30 : 15:30 hours
(Please note no refreshments provided – Cafe across road from Venue)
Potential Provider's Delegate Registration: Please send message via the eSourcing system. Please insert Subject: "RM1085 Potential Providers Conference Registration" in body of email.
Please state: organisation name, delegate name, phone and email address and car registration if you are intending to travel by car.
Number of Delegates per organisation: Restricted to 1 only
Potential Provider's Registration for Conference Closes on: Friday 7.3.2014 at 17:00 hours.
Framework Agreement Period:
2 year period with option for up to maximum 2 years extension period provided 3 months written notice prior to expiry of initial period
Security:

Potential Providers must maintain a security policy which sets out the security measures to be implemented and maintained in accordance with ISO/IEC 27001, BS ISO/IEC 27002 or equivalent and the Information Security Management System for all Secure Managed eMail Services.

Impact Levels:

Services will need to be delivered at a minimum of IL2 (Official) in accordance with the requirements described in the ITT.

Past Performance:

The UK Government has developed an approach to ensuring that previous poor performance by suppliers can be taken into account and robustly assessed prior to entering into certain new contracts (as described in "Procurement Policy Note 09/12 – Taking Account of Bidders' Past Performance"). This will give Government confidence, based on past performance, that those awarded such contracts will perform them satisfactorily in accordance with their terms.

The policy is that, as part of any assessment of a Potential Provider's technical and professional ability, Contracting Bodies should ensure that any failure to discharge obligations under the previous principal relevant contracts of those who will be involved in performing the contract (if awarded to the Potential Provider) is taken into account in the assessment of whether specified minimum standards for reliability for such contracts are met.

In addition, under the policy, Contracting Bodies will re-assess reliability based on past performance before key points in the procurement process (i.e. short listing, preferred bidder status, conclusion of contract etc.). Potential Providers will accordingly be asked to update the evidence they provide in relation to past performance to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

In accordance with this policy, as part of the information to be submitted by Potential Providers in their tender for assessment against minimum standards of Technical Capacity Potential Providers must supply a list comprising a statement of all the relevant principal services provided in the previous 3 years by the Potential Provider, any Consortium members or Sub-Contractors that the Potential Provider will rely on to perform any resultant framework agreement. Details are included within the "Selection Questionnaire" element of the ITT accessible at <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1.

For the avoidance of doubt, 'relevant principal services' in this context is Managed eMail Services similar to those set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators), with a total contract value equal to or in excess of GBP 10m.

Transparency: Potential Providers should note that, in accordance with the UK Government's policies on transparency, Government Procurement Service intends to publish the Invitation to Tender (ITT) document and the text of any framework agreement awarded, subject to possible redactions at the discretion of Government Procurement Service. The terms of the proposed framework agreement will also permit Public Sector Contracting Bodies, awarding a contract under this framework agreement, to publish the text of that contract, subject to possible redactions at the discretion of the contracting authority. Further information on transparency can be found at:

<http://ccs.cabinetoffice.gov.uk/about-government-procurement-service/transparency-and-accountability/transparency-procurement>

The Contracting Authority expressly reserves the right (i) not to award any contract as a result of the procurement process commenced by publication of this notice; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Contracting Authority be liable for any costs incurred by the candidates. If the Contracting Authority decides to enter into a framework agreement with the successful Supplier, this does not mean that there is any guarantee of subsequent contracts being awarded. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter

solely for the commercial judgement of potential suppliers. Any orders placed under this framework agreement will form a separate contract under the scope of this framework agreement between the Supplier and the specific requesting other Contracting Body. The Contracting Authority and other Contracting Bodies utilising the framework agreement reserve the right to use any electronic portal during the life of the agreement.

Private Sector Partners:

A Contracting Body that is availing of the Services under this Framework may require a Supplier to provide such Services to its private sector partners (i.e. parties from either the private or third sectors that are in partnership with or otherwise work alongside that Contracting Body) so that the Contracting Body can communicate with such private sector partners via email through a secure environment. Examples of private sector partners include but are not limited to; private healthcare providers, private doctors and nurses, pharmacists, optometrists, dentists, research agencies, legal professional, victim support services, charities : Government Procurement Service wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

Central Government Departments, Local Government and Public Corporations that can be accessed at the Public Sector Classification Guide

<http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcn%3A77-322090>

Please note Central Government departments may be subject to Government Digital Service approval before using the framework agreement

Local Authorities

<http://openlylocal.com/councils/all>

www.ubico.co.uk (Agent acting on behalf of Cheltenham Borough Council)

NDPBs

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/a-f>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/g-l>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/m-r>

<http://www.civilservice.gov.uk/recruitment/departments-and-accredited-ndpbs/s-z>

National Parks Authorities

<http://www.nationalparks.gov.uk/>

Educational Establishments in England and Wales, maintained by the Department for Children, Schools and Families including Schools, Universities and Colleges but not Independent Schools

<http://www.education.gov.uk/edubase/home.xhtml>

Police Forces in the United Kingdom

http://www.police.uk/?view=force_sites

Fire and Rescue Services in the United Kingdom

<http://www.fireservice.co.uk/information/ukfrs>

<http://dontgivefireahome.org/contacts>

NHS Bodies England

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.nhs.uk/servicedirectories/Pages/PrimaryCareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/AmbulanceTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/StrategicHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/OtherListing.aspx>

Hospices in the UK

<http://www.helpthehospices.org.uk/about-hospice-care/find-a-hospice/uk-hospice-and-palliative-care-services/>

Registered Social Landlords (Housing Associations)

Third Sector and Charities in the United Kingdom

<http://www.charity-commission.gov.uk/>

<http://www.oscr.org.uk/>

<http://www.charitycommissionni.org.uk/>

Citizens Advice in the United Kingdom

<http://www.citizensadvice.org.uk/index/getadvice.htm>

www.cas.org.uk

<http://www.citizensadvice.co.uk/>

Scottish Public Bodies

The framework agreement will be available for use by any Scottish Public Sector Body: the Authority; Scottish Non-Departmental Public Bodies; offices in the Scottish Administration which are not ministerial offices; cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998; the Scotland Office; the Scottish Parliamentary Corporate Body; councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994 (except where they are acting in their capacity as educational authority); Scottish joint fire boards or joint fire and rescue boards; Scottish joint police boards or any successor National Police or Fire Authority; Scottish National Park authorities, bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, Northern Lighthouse Board, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005 any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing.

Scottish Government

<http://www.scotland.gov.uk/Home>

Scottish Parliament

<http://www.scottish.parliament.uk/abouttheparliament/27110.aspx>

Scottish Local Authorities

<http://www.scotland.gov.uk/About/Government/councils> <http://www.scotland-excel.org.uk/home/AboutUs/OurMembers/AssociateMembers.aspx>

Scottish Agencies, NDPBs

<http://www.scotland.gov.uk/Topics/Government/public-bodies/about/Bodies>

Scottish NHS Bodies

<http://www.scotland.gov.uk/Topics/Health/NHS-Workforce/NHS-Boards>

Scottish Further and Higher Education Bodies

www.apuc-scot.ac.uk http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundUniversities.aspx http://www.sfc.ac.uk/about_the_council/council_funded_institutions/WhoWeFundColleges.aspx

Scottish Police

<http://www.scottish.police.uk/>

Scottish Housing Associations

http://www.sfha.co.uk/component/option,com_membersdir/Itemid,149/view,membersdir/

The Scotland Office

<http://www.scotlandoffice.gov.uk/scotlandoffice/33.30.html>

Registered Social Landlords (Housing Associations) - Scotland

http://www.esystems.scottishhousingregulator.gov.uk/register/reg_pub_dsp.search

Scottish Schools

Primary Schools

[http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isprimaryschool&bSubmit=1&Submit=Search)

[schoolsearchstring=&addresssearchstring=&authority=&strTypes=isprimaryschool&bSubmit=1&Submit=Search](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isprimaryschool&bSubmit=1&Submit=Search)

Secondary Schools

[http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Submit=Search)

[schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Submit=Search](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Submit=Search)

Special Schools

[http://www.ltscotland.o](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search)

[rg.uk/scottishschoolsonline/index.asp?](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search)

[schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search](http://www.ltscotland.org.uk/scottishschoolsonline/index.asp?schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search)

Welsh Public Bodies

National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:

www.buy4wales.co.uk/UsefulResources/contractsframeworks/organisationlist/poaplist.html?cat=14318

<http://www.assemblywales.org/abthome/abt-links.htm>

<http://new.wales.gov.uk/about/civilservice/directorates/?lang=en>

Schools

<http://wales.gov.uk/topics/statistics/about/reference/schooladdress>

Universities

http://www.wales.com/en/content/cms/english/study/wales_universities/wales_universities.aspx

FE Colleges

http://www.collegeswales.ac.uk/en-GB/wales_colleges-42.aspx

Welsh Government Sponsored Bodies

<http://wales.gov.uk/about/recruitment/ouropportunities/publicapps/pubbb>

NHS Wales

<http://www.wales.nhs.uk/ourservices/directory>

<https://www.buy4wales.co.uk/UsefulResources/contractsframeworks/organisationlist/poaplist.html?cat=14318>

Housing Associations – registered Social Landlords Wales

<http://www.wao.gov.uk/reportsandpublications/housingassociations.asp>

Social Care Wales

<http://www.wlga.gov.uk/authorities>

NI Public Bodies

Northern Ireland Government Departments

<http://www.northernireland.gov.uk/gov.htm>

Northern Ireland Public Sector Bodies and Local Authorities

<http://www.northernireland.gov.uk/az2.htm>

Schools in Northern Ireland

http://www.deni.gov.uk/index/facts-and-figures-new/education-statistics/32_statistics_and_research-numbersofschoolsandpupils_pg/32_statistics_and_research-schoolleveldata_pg/statistics_and_research-school_enrolment_1112.htm

Universities in Northern Ireland

<http://www.deni.gov.uk/links.htm>

Health and Social care in Northern Ireland

<http://www.hscni.net/index.php?link=hospitals>

<http://www.hscni.net/index.php?link=boards>

<http://www.hscni.net/index.php?link=agencies>

<http://www.hscni.net/index.php?link=councils>

Northern Ireland Housing Associations

<http://www.nidirect.gov.uk/index/contacts/contacts-az.htm/housing-associations-contact>

Police Service of Northern Ireland

<http://www.psni.police.uk/index.htm>

The National Citizen Service (NCS)

<https://www.ncsyes.co.uk/contact>

Any corporation established, or a group of individuals appointed to act together, for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character, and

(i) financed wholly or mainly by another contracting authority listed above in this section VI.3 of this notice;

(ii) subject to management supervision by another contracting authority listed above in this section VI.3 of this notice; or

(iii) more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, are appointed by another contracting authority listed above in this section VI.3 of this notice;

(iv) an association of or formed by one or more of the Contracting Authorities listed above in this section VI.3 of this notice.

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: The Authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to Potential Providers. Potential Providers who are unsuccessful shall be informed by the Authority as soon as possible after the decision has been made as to the reasons why the Potential Provider was unsuccessful. If an appeal regarding the award of the 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 breach of the rules to take legal action. Any such action must be brought within the applicable limitation period. 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, depending on the circumstances, award damages, make a declaration of ineffectiveness, order the Authority to pay a fine, and/or order that the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

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

VI.5) Date of dispatch of this notice:

20.2.2014