

CONTRACT NOTICE

Language Services Framework Agreement

Services

SECTION I: CONTRACTING AUTHORITY

NOTICE PUBLICATION DETAILS

Notice Reference Number

2015/S 207-375997

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24/10/2015 GMT

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

Official Name

The Minister for the Cabinet Office acting through Crown Commercial Service

Postal Address

9th Floor The Capital Old Hall Street

Town

Liverpool

Postal Code

L3 9PP

Country

United Kingdom

For the attention of
Contact Point(s)
Telephone

+44 3450103503

Email(s)

supplier@crowncommercial.gov.uk
eenablement@crowncommercial.gov.uk

Fax
Internet Address(es) (If applicable):
General address of the Contracting Authority

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

Address of the Buyer profile

<https://gpsesourcing.cabinetoffice.gov.uk>

Further Information can be obtained at

As in above mentioned contact point(s)

Specifications and additional documents can be obtained at (including documents for competitive dialogue and a dynamic purchasing system)

As in above mentioned contact point(s)

Tenders or requests must be sent to

As in above mentioned contact point(s)

I.2 TYPE OF CONTRACTING AUTHORITY

Contracting Authority

Ministry or any other National or Federal Authority, including their regional or local subdivisions

Main Activity(s)

Other : Public Procurement

The Contracting Authority is purchasing on behalf of other Contracting Authorities

Yes

SECTION II: OBJECT OF CONTRACT

II.1 DESCRIPTION

II.1.1 Title attributed to the Contract by the Contracting Authority

Language Services Framework Agreement

II.1.2 Type of Contract and Location of Works, Place of delivery of Performance

Services

27 - Other services [8 9]

Main site or Location of Services

Primarily in the UK with some limited requirements Overseas.

NUTS Code and Name

UK - UNITED KINGDOM

II.1.3 Notice involves

ESTABLISHMENT_FRAMEWORK_AGREEMENT

II.1.4 Information on Framework Agreement

Framework agreement with several operators

Maximum number of participants allowed

64

Duration of the framework agreement

4 Year(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

Between 140,000,000.00 GBP and 250,000,000.00 GBP

Frequency and value of contracts to be awarded (if known)

II.1.5 Short description of the Contract or Purchase(s)

Crown Commercial Service as the 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 Language Services.

The Services within the scope of this Framework Agreement have been divided into 22 Lots:

- Lot 1 Managed Service Provision of Language Services
- Lot 2 Written Translation, Transcription and Ancillary Services
- Lot 3 Telephone Interpreting and Video Language Services

- Lots 4a to 4e Non Spoken Face to Face and Video Language Services*

- Lots 5a to 5n Spoken Face to Face Interpreting*

*Please note Lots 4a to 4e and Lots 5a to 5n provide Regional, Devolved Governments and UK and Overseas coverage. Further details are provided in Annex B – Information about Lots

Potential Providers have the opportunity to submit a Tender for all or any combination of the 22 Lots detailed above. However, in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot.

The duration of the Framework Agreement referenced in Section II.1.4 is for the placing of orders, and all Framework Agreements will be awarded for an initial term of three (3) years with an option to extend for one (1) further period of twelve (12) months. The extension will be exercised at the discretion of the Authority.

Electronic ordering and/or electronic invoicing and/or electronic payment may be used during the period of the Framework Agreement and throughout the lifespan of any Call Off Agreements.

The Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") may apply at Call-Off Agreement level under Lot 2 and Lot 3 of this Framework Agreement.

The Authority considers TUPE not to be an issue in respect to Lot 1, Lots 4a to 4e and Lots 5a to 5n on the basis that there is no organised grouping of employees dedicated to providing these services under the current arrangements. It is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances at individual Call Off Agreement stage under this Framework Agreement and to act accordingly.

Potential Providers should note that, in accordance with the UK Government's policies on transparency, The Authority 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 the Authority. The terms of the proposed Framework Agreement will also permit a public sector Authority, awarding a contract under this Framework Agreement, to publish the text of that contract, subject to possible redactions at the discretion of the Authority. Further information on transparency can be found at: <https://www.gov.uk/government/publications/procurement-and-contracting-transparency-requirements-guidance>

II.1.6 Common Procurement Vocabulary

Main Object

Main Vocabulary

Code	Description
79540000	Interpretation services

Suppl. Vocabulary

Code	Description
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Additional Object(s)

Main Vocabulary

Code	Description
32232000	Video-conferencing equipment
32353000	Sound recordings
48521000	Music or sound editing software package
64211000	Public-telephone services
75230000	Justice services
79510000	Telephone-answering services

Suppl. Vocabulary

Code	Description
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Additional Object(s)**Main Vocabulary****Suppl. Vocabulary**

Code	Description
79530000	Translation services
79821100	Proofreading services
79822300	Typesetting services
79822500	Graphic design services

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

Yes

II.1.8 Lot Details**Division into lots**

Yes

Tenders should be submitted for

One Or More Lots

II.1.9 Variants will be accepted

No

II.2 QUANTITY OR SCOPE OF THE CONTRACT**II.2.1 Total quantity or scope**

Crown Commercial Service, as the Authority, intends to put in place a Framework Agreement to combine several expiring Frameworks for the provision of Written Translation, Transcription and Ancillary Services, Telephone Interpreting and Video Language Services, Non Spoken Face to Face and Video Language Services and Spoken Face to Face Interpretation. The Framework will be available to public sector organisations to provide services throughout the UK and Overseas.

Services will be available 365 days a year (366 days in a leap year), 24 hours a day.

Value Basis

Between 140,000,000.00 GBP and 350,000,000.00 GBP

II.2.2 Options

No

II.3 Duration of the Contract or Time-Limit for Completion

48 Month(s)

ANNEX B : LOT NO (1)

1. INFORMATION ABOUT LOTS

Lot No
1
Title
Managed Service Provision of Language Services
Short Description
The provision of a Managed Service Provision throughout the United Kingdom and Overseas.

2. COMMON PROCUREMENT VOCABULARY

Main Object			
Main Vocabulary		Suppl. Vocabulary	
Code	Description	Code	Description
79530000	Translation services		
Additional Object(s)			
Main Vocabulary		Suppl. Vocabulary	
Code	Description	Code	Description
32353000	Sound recordings		
32232000	Video-conferencing equipment		
79822300	Typesetting services		
75230000	Justice services		
79510000	Telephone-answering services		
64211000	Public-telephone services		
79540000	Interpretation services		
79822500	Graphic design services		
79821100	Proofreading services		

3. QUANTITY OR SCOPE

Description
The scope of this Lot 1 includes the provision of a multi (i.e. more than one) Language Service delivery channel providing flexibility for Contracting Authority(s) to define their specific requirements. Potential Providers of Lot 1 shall provide a tailored solution that covers advisory services, administration support and efficient business processes through to the delivery of the Language Service requirements. The Potential Provider shall provide an end to end service to the Contracting Authority(s), providing Language Service requirements, through its own Linguists and Linguists via Sub Contractors or through its Supply Chain if required, throughout the United Kingdom and Overseas.
The Potential Providers shall be able to provide all the following Services:
Written Translation, Transcription and Ancillary Services - the provision of a Translation, Transcription and Ancillary service from English into the Language requested by the Contracting Authority(s) and

from those Languages into English or other Languages. Translation refers to the conversion of written documents into another language as text. In this context it includes transcription i.e. the conversion of written documents into alternative formats such as Braille, Large Print, Audio, Video or pictorial English and normal print.

It includes the Written Translation and Transcription of documentation, audio, tapes and other forms of electronic media. Ancillary Services such as Voiceovers, Subtitles, EasyRead and Large Print.

The Services which shall be provided include the Translation and Transcription of the following;

- Advisory / guidance and instruction documents
- Correspondence, information leaflets
- Technical, scientific, legal, medical, financial or any other specialist category
- Verbatim (word for word)
- Artwork, design, illustration and typesetting
- Proof reading
- Translation Memory Software
- Multimedia and e-learning
- Campaign collateral
- Website localisation
- Software localisation

Telephone Interpreting and Video Language Services - the provision of a consecutive interpreting service via the medium of telephone and video conferencing technology. Simultaneous interpreting as available through video conferencing technology.

Telephone Interpreters shall convert a spoken language from one language to another, enabling listeners and speakers to understand each other.

Video Interpreters spoken, shall convert a spoken language from one language to another, enabling listeners and speakers to understand each other.

Video Linguists non spoken, shall allow communication to take place between Deaf and Deafblind people and others requiring support to access English, and hearing people. Non spoken services to be provided include:

- British Sign Language (BSL) Interpreters
- Irish Sign Language (ISL) Interpreters
- Foreign Sign Language Interpreters
- Deaf Relay Interpreters (Intralingual language modification)
- Lipspeakers
- Video Relay Interpreting Services
- Cued Speech/Makaton

The Services which shall be provided include:

- Immediate Telephone/Video Interpreting for Contracting Authority(s) customers and non-English speakers who need to use an Interpreter immediately over the telephone/video
- Scheduled telephone/video interpreting service or customers who prefer to book an interpreter in advance of an Assignment.
- Recording of Telephone/Video conferences

Non Spoken Face to Face – includes the provision of Linguists who allow communication to take place between Deaf and Deafblind people and others requiring support to access English, and hearing people in personal attendance.

The Service which shall be provided include:

- British Sign Language (BSL) Interpreters
- Irish Sign Language (ISL) Interpreters
- Foreign Sign Language Interpreters
- Deaf Relay Interpreters (Intralingual language modification)
- Lipspeakers
- Deafblind Interpreters: Visual Frame, Hands On or Manual
- Speech-to-text reporting
- Electronic and manual notetakers
- Video Relay Interpreting Services
- Cued Speech/Makaton

Face to Face Interpreting Services - the provision of a Face-to-Face Interpreting Service (Simultaneous, Consecutive and Whispering) whereby the meaning of what is said in one language is transferred at the event in spoken form into a second language, by an Interpreter in personal attendance.

Value Basis

4. INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/ COMPLETION (IF APPLICABLE)

II.3 Duration of the Contract or Time Limit for Completion

5. Additional Information about Lots

Potential Providers have the opportunity to submit a Tender for all or any combination of the 22 Lots. However, in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot.

The Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") not to be an issue in respect to Lot 1, on the basis that there is no organised grouping of employees dedicated to providing these services under the current arrangements. It is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances at individual Call Off Agreement stage under this Framework Agreement and to act accordingly.

NUTS codes for the main place of performance and supply: UK United Kingdom.

ANNEX B : LOT NO (2)

1. INFORMATION ABOUT LOTS

Lot No
2
Title
Written Translation, Transcription and Ancillary Services
Short Description
The provision of Written Translation, Transcription and Ancillary Services throughout the United Kingdom and Overseas.

2. COMMON PROCUREMENT VOCABULARY

Main Object			
Main Vocabulary		Suppl. Vocabulary	
Code	Description	Code	Description
79540000	Interpretation services		
Additional Object(s)			
Main Vocabulary		Suppl. Vocabulary	
Code	Description	Code	Description
79822300	Typesetting services		
75230000	Justice services		
48521000	Music or sound editing software package		
32353000	Sound recordings		
79530000	Translation services		
79821100	Proofreading services		
79822500	Graphic design services		

3. QUANTITY OR SCOPE

Description
<p>This Lot 2 includes the provision of a Translation, Transcription and Ancillary service from English into the Language requested by the Contracting Authority(s) and from those Languages into English or other Languages. Translation refers to the conversion of written documents into another language as text. In this context it includes transcription i.e. the conversion of written documents into alternative formats such as Braille, Large Print, Audio, Video or pictorial English and normal print.</p> <p>It includes the Written Translation and Transcription of documentation, audio, tapes and other forms of electronic media. Ancillary Services such as Voiceovers, Subtitles, EasyRead and Large Print are also within the scope of this Lot.</p> <p>The Services which shall be provided under this Lot include the Translation and Transcription of the following;</p> <ul style="list-style-type: none">• Advisory / guidance and instruction documents

- Correspondence, information leaflets
- Technical, scientific, legal, medical, financial or any other specialist category
- Verbatim (word for word)
- Artwork, design, illustration and typesetting
- Proof reading
- Translation Memory Software
- Multimedia and e-learning
- Campaign collateral
- Website localisation
- Software localisation
- Audio/Video recordings to written text

Value Basis

4. INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/ COMPLETION (IF APPLICABLE)

II.3 Duration of the Contract or Time Limit for Completion

5. Additional Information about Lots

Potential Providers have the opportunity to submit a Tender for all or any combination of the 22 Lots. However, in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot.

The Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") may apply at Call-Off Agreement level under Lot 2 of this Framework Agreement. It is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances at individual Call Off Agreement stage under this Framework Agreement and to act accordingly.

NUTS codes for the main place of performance and supply: UK United Kingdom.

ANNEX B : LOT NO (3)

1. INFORMATION ABOUT LOTS

Lot No
3
Title
Telephone Interpreting and Video Language Services
Short Description
The provision of a Telephone Interpreting and Video Language Services Spoken and Non Spoken throughout the United Kingdom and Overseas.

2. COMMON PROCUREMENT VOCABULARY

Main Object			
Main Vocabulary		Suppl. Vocabulary	
Code	Description	Code	Description
79540000	Interpretation services		
Additional Object(s)			
Main Vocabulary		Suppl. Vocabulary	
Code	Description	Code	Description
48515000	Video conferencing software package		
79510000	Telephone-answering services		
75230000	Justice services		
32353000	Sound recordings		
64211000	Public-telephone services		

3. QUANTITY OR SCOPE

Description
This Lot 3 includes the provision of a consecutive interpreting service via the medium of telephone and video conferencing technology. Simultaneous interpreting as available through video conferencing technology.
Telephone Interpreters shall convert a spoken language from one language to another, enabling listeners and speakers to understand each other.
Video Interpreters spoken shall convert a spoken language from one language to another, enabling listeners and speakers to understand each other.
Video Linguists Non Spoken shall allow communication to take place between Deaf and Deafblind people and others requiring support to access English, and hearing people. Non Spoken services to be provided include:
<ul style="list-style-type: none">• British Sign Language (BSL) Interpreters• Irish Sign Language (ISL) Interpreters• Foreign Sign Language Interpreters

- Deaf Relay Interpreters (Intralingual language modification)
- Lipspeakers
- Video Relay Interpreting Services
- Cued Speech/Makaton

The Services which shall be provided under this Lot include:

- Immediate Telephone/Video Interpreting for Contracting Authority(s) customers and non-English speakers who need to use an Interpreter immediately over the telephone/video
- Scheduled telephone/video interpreting service or customers who prefer to book an interpreter in advance of an Appointment
- Recording of Telephone/Video conferences

Value Basis

4. INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/ COMPLETION (IF APPLICABLE)

II.3 Duration of the Contract or Time Limit for Completion

5. Additional Information about Lots

Potential Providers have the opportunity to submit a Tender for all or any combination of the 22 Lots. However, in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot.

The Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") may apply at Call-Off Agreement level under Lot 3 of this Framework Agreement. It is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances at individual Call Off Agreement stage under this Framework Agreement and to act accordingly.

NUTS codes for the main place of performance and supply: UK United Kingdom.

ANNEX B : LOT NO (4)

1. INFORMATION ABOUT LOTS

Lot No

4

Title

Non Spoken Face to Face and Video Language Services Lots 4a to 4e

Short Description

The provision of a Non Spoken Face to Face and Video Language Services.

Non Spoken Face to Face Services - Lots 4a to 4e will provide Non Spoken Face to Face Services coverage of English Regions and Scotland/Northern Ireland. Welsh Contracting Authorities will be able to utilise the nearest available Region, Lot 4b, 4c or 4d. Contracting Authorities requiring Overseas coverage will utilise Lot 4a Greater London including Overseas.

Each Lot 4a to 4e will provide Video Language Services throughout the United Kingdom and Overseas.

2. COMMON PROCUREMENT VOCABULARY

Main Object**Main Vocabulary**

Code	Description
79540000	Interpretation services

Suppl. Vocabulary

Code	Description
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Additional Object(s)**Main Vocabulary**

Code	Description
75230000	Justice services
32353000	Sound recordings
79530000	Translation services
48515000	Video conferencing software package

Suppl. Vocabulary

Code	Description
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3. QUANTITY OR SCOPE

Description

This scope of Lots 4a to 4e includes the provision of Linguists who allow communication to take place between Deaf and Deafblind people and others requiring support to access English, and hearing people in personal attendance or via agreed video conferencing technology.

The Service which shall be provided under this Lot include:

- British Sign Language (BSL) Interpreters
- Irish Sign Language (ISL) Interpreters
- Foreign Sign Language Interpreters
- Deaf Relay Interpreters (Intralingual language modification)
- Lipspeakers
- Deafblind Interpreters: Visual Frame, Hands On or Manual

- Speech-to-text reporting
- Electronic and manual notetakers
- Video Relay Interpreting Services
- Cued Speech/Makaton

The geographical regions for Non Spoken Face to Face covered by Lots 4a to 4e are as follows:

4a Greater London including Overseas

4b Southern England comprising of the following Regions - South West England - South Central England - South East England - Wales

4c Midlands and East of England comprising of the following Regions - West Midlands - East Midlands - East of England - Wales

4d North of England comprising of the following Regions- North West England - North East England including Yorkshire & Humberside - Wales

4e Scotland and Northern Ireland

Each Lot 4a to 4e will provide Video Language Services throughout the United Kingdom and Overseas.

Value Basis

4. INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/ COMPLETION (IF APPLICABLE)

II.3 Duration of the Contract or Time Limit for Completion

5. Additional Information about Lots

Potential Providers have the opportunity to submit a Tender for all or any combination of the Lots. However, in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot.

The Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") not to be an issue in respect to Lots 4a, 4b, 4c, 4d and 4e, on the basis that there is no organised grouping of employees dedicated to providing these services under the current arrangements. It is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances at individual Call Off Agreement stage under this Framework Agreement and to act accordingly

NUTS codes for the main place of performance and supply: UK United Kingdom.

ANNEX B : LOT NO (5)

1. INFORMATION ABOUT LOTS

Lot No

5

Title

Spoken Face to Face Interpreting Services

Short Description

The provision of Spoken Face to Face Interpreting throughout the United Kingdom and Overseas, Lots 5a to 5n provide Regional, Devolved Governments and UK and Overseas coverage.

2. COMMON PROCUREMENT VOCABULARY

Main Object**Main Vocabulary****Code****Description**

79540000

Interpretation services

Suppl. Vocabulary**Code****Description****Additional Object(s)****Main Vocabulary****Code****Description**

79530000

Translation services

64211000

Public-telephone services

75230000

Justice services

Suppl. Vocabulary**Code****Description**

3. QUANTITY OR SCOPE

Description

The scope of Lots 5a to 5n includes the provision of a Face-to-Face Interpreting Service (Simultaneous, Consecutive and Whispering) whereby the meaning of what is said in one language is transferred at the event in spoken form into a second language, by an Interpreter in personal attendance.

The Services which shall arise under these Lots include:

- Interviews
- Hearings
- Conference Interpreting
- Judicial / Legal Interpreting
- Escort Interpreting
- Community Interpreting
- Medical / Health Interpreting
- Media Interpreting
- Defence Interpreting

The geographical regions covered by Lots 5a to 5n are as follows:

5a – Greater London

5b – South West England
5c – South Central England
5d – South East England
5e – East of England
5f – East Midlands
5g – West Midlands
5h – Yorkshire & Humberside
5i – North West England
5j – North East England (excluding Yorkshire and Humberside)
5k – Scotland
5l – Wales
5m – Northern Ireland
5n – UK and Overseas

Value Basis

4. INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION (IF APPLICABLE)

II.3 Duration of the Contract or Time Limit for Completion

5. Additional Information about Lots

Potential Providers have the opportunity to submit a Tender for all or any combination of the 22 Lots. However, in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot.

The Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") not to be an issue in respect of Lots 5a, 5b, 5c, 5d, 5e, 5f, 5g, 5h, 5i, 5j, 5k, 5l, 5m and 5n, on the basis that there is no organised grouping of employees dedicated to providing these services under the current arrangements. It is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances at individual Call Off Agreement stage under this Framework Agreement and to act accordingly

NUTS codes for the main place of performance and supply: UK United Kingdom.

SECTION III: LEGAL, ECONOMIC, FINANCIAL & TECHNICAL INFORMATION

III.1 CONDITIONS RELATING TO THE CONTRACT

III.1.1 Deposits and Guarantees required (if applicable)

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 Crown Commercial Service if considered appropriate.

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 (if applicable)

No special legal form is required but if a contract is awarded to a Group of Economic Operators, Crown Commercial Service may require the formation of a legal entity before entering into the Framework Agreement.

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

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 the requirements are met: Potential Providers will be assessed in accordance with -Section 5 of the Regulations implementing the Directive on the basis of information provided in response to an Invitation to Tender ('ITT').

This procurement will be managed electronically via the Authority'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 e-Sourcing Suite, this can be done online at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link 'Register for CCS 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://ccs.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@crowncommercial.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. the Authority 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 messages through the e-sourcing suite 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 Crown Commercial Service Support Desk email: eEnablement@crownccommercial.gov.uk

A full copy of the ITT documentation for this procurement will be available for unrestricted and full direct access, free of charge via Crown Commercial Service website from the date of this publication of the contract notice:

<http://ccs-agreements.cabinetoffice.gov.uk/procurement-pipeline>

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

From 01.10.14, suppliers must be compliant with the new Cyber Essentials controls if bidding for government contracts which involve the handling of sensitive and personal information and the provision of certain technical products and services. The easiest way to demonstrate that the Cyber Essentials requirements are met is to gain the Cyber Essentials certificate and this is also likely to be the cheapest way to demonstrate compliance. The Cyber Essentials Assurance Framework, leading to the award of Cyber Essentials and Cyber Essentials Plus certificates for organisations, has been designed in consultation with SMEs, including the Federation for Small Business, to be 'lighttouch' and achievable at low cost. The two options give organisations a choice over the level of assurance they wish to gain and the cost of doing so. This scheme offers the right balance between providing additional assurance of an organisation's commitment to implementing Cyber Security to third parties, while retaining a simple and low cost mechanism for doing so. The need to meet the requirements of the Cyber Essentials Scheme will extend to Sub Contractors of the Supplier where such Sub Contractors are involved, on behalf of the Supplier, in the handling of sensitive and personal information and the provision of certain technical products and services. The Supplier and any Sub Contractors will need to renew their evidence of Cyber Essentials compliance at least annually.

III.2.2 Economic and Financial Capability

Information and formalities necessary for evaluating if requirements are met:

Information and formalities necessary for evaluating if the requirements are met: Potential Providers will be assessed on the basis of information provided in response to the ITT.

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

In assessing the financial risk represented by Potential Providers, the Authority may take into account a copy of its audited accounts for the most recent two years (or any other information which the Authority acting transparently and objectively, considers would be appropriate taking into account the circumstances of the Potential Provider) and any one or more of the following in respect of its organisation or its guarantor (as the case may be):

- (a) a statement of its turnover, profit and loss account and cash flow for the most recent year of trading for this organisation; or
- (b) a statement of its cash flow forecast for the current year and a bank letter outlining its current cash and credit position; and/or
- (c) an alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)

Potential Providers must provide assurance prior to contract award, that they have appropriate Insurances in place as specified within the ITT.

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

III.2.3 Technical Capability

Information and formalities necessary for evaluating if requirements are met:

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

Potential Providers will be assessed in accordance with Section 5 of the Regulations implementing the Directive, on the basis of information provided in response to the ITT.

The Authority may take into account the following information:

- (a) Up to three suitable contract examples, from the public or private sector, where similar requirements to those sought under this Procurement have been performed. Contracts should have been performed during the past three years. Customer contacts must be warned they may be contacted by Crown Commercial Service, to verify the accuracy of the information provided at any time;
- (b) a list of the principal deliveries or main services provided over the past 3 years, with the sums, dates and recipients, whether public or private, involved;
- (c) a description of the technical facilities and measures used by the Potential Provider for ensuring quality and data security;
- (d) an indication of the proportion of the contract which the Potential Provider intends possibly to subcontract.

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 (if applicable):

III.2.4 Reserved Contract (if applicable)

Existence of Reserved Contracts

III.3 Conditions specific to Services Contracts

III.3.1 Execution reserved to a particular profession

No

III.3.2 Request for the Name and Professional qualifications of the Staff

SECTION IV: PROCEDURE

IV.1 TYPE OF PROCEDURE

IV.1.1 Type of Procedure

Open

IV.2 AWARD CRITERIA

IV.2.1 Award Criteria

Most economically advantageous tender in terms of Criteria stated below

No.	Criteria	Weighting
1	Quality	70
2	Price	30

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 (if applicable)

RM1092

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

No

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

26/11/2015 15:00 GMT

IV.3.6 Languages

Language(s) in which Tenders or requests to participate may be drawn up

English

Other Language(s)

IV.3.7 Minimum Tender Duration

Minimum time frame during which the Tenderer must maintain the Tender

180 Day(s)

IV.3.8 Conditions for opening Tenders

Date

26/11/2015 15:01 GMT

Place (if applicable)

Electronically, via web-based portal

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

No

SECTION VI: COMPLEMENTARY INFORMATION

VI.1 RECURRENT PROCUREMENT

VI.1.1 This is a Recurrent Procurement (if applicable)

No

VI.2 PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS

VI.2.1 Contract related to a Project and/or Programme Financed by EU Funds

No

VI.3 ADDITIONAL INFORMATION (IF APPLICABLE)

Additional Information

The 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 Authority be liable for any costs incurred by the Potential Providers. If the 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 Providers. Any orders placed under this Framework Agreement will form a separate contract under the scope of this Framework between the Supplier and the specific requesting other Contracting Authority(s). The Authority and other Contracting Authority(s) utilising the Framework reserve the right to use any electronic portal during the life of the agreement.

The value provided in Section II.1.4 is only an estimate. The Authority cannot guarantee to Suppliers any business through this Framework Agreement.

In reference to Section II.1.4, Maximum number of participants allowed. Framework Agreements will be concluded with the maximum number of Suppliers for each Lot. This may increase only where two or more Potential Providers have tied scores and are placed in the last position in respect of Lot 1, Lot 2, Lots 4a to 4e and Lots 5a to 5n. The Authority will award a Framework Agreement to additional Potential Providers where their Final Score is within 5% of the original awarded last place position only. For the avoidance of doubt, last position is 3rd for Lot 1, 3rd for Lot 2, 3rd for Lots 4a to 4e and 3rd for Lots 5a to 5n.

In the event that there is a substantive challenge to the Procurement and such a challenge is confined to any one or more particular Lots, the Authority reserves the right to the extent that it is lawful to do so to conclude a Framework Agreement with the successful Potential Providers in respect of those Lots that have not been so challenged.

The Authority 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/rel/na-classification/national-accounts-sector-classification/index.html>

Local Authorities

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

www.ubico.co.uk

NDPBs

<https://www.gov.uk/government/organisations>

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

<http://apccs.police.uk/about-the-apcc/>

Fire and Rescue Services in the United Kingdom

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

<http://www.nifrs.org/areas-districts/>

<http://www.firescotland.gov.uk/your-area.aspx>

NHS Bodies England

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.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/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.charitycommission.gov.uk/find-charities/>

<http://www.oscr.org.uk/search-charity-register/>

<https://www.charitycommissionni.org.uk/ShowCharity/RegisterOfCharities/RegisterHomePage.aspx>

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 Public Services Ombudsman

Scottish Information Commissioner

Commissioner for Children and Young People in Scotland

Scottish Commission for Human Rights

Commission for Ethical Standards in Public Life in Scotland

Standards Commission for Scotland

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

<http://www.universities-scotland.ac.uk/index.php?page=members>

http://www.sfc.ac.uk/aboutus/council_funded_institutions/WhoWeFundColleges.aspx

Scottish Police

<http://www.scotland.police.uk/your-community/>

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?>

[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?>

[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.org.uk/scottishschoolsonline/index.asp?>

schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search

Scottish Public Bodies

National Records of Scotland

Historic Scotland

Disclosure Scotland

Registers of Scotland

Scottish Qualification Authority

Scottish Courts Service

Scottish Prison Service

Transport Scotland

The Scottish Government Core Directorates

Highlands and Islands Enterprise

Crown Office & Procurator Fiscal Service

Scottish Police Authority

National Museums of Scotland

Scottish Children's Reporter Administration

Scottish Enterprise

Scottish Environment Protection Agency

Scottish Legal Aid Board

Scottish Natural Heritage

Skills Development Scotland

Visit Scotland

Aberdeen City Council

Aberdeenshire Council

Angus Council

Argyll and Bute Council

City of Edinburgh Council

Clackmannanshire Council

Comhairle nan Eilean Siar

Dumfries and Galloway Council

Dundee City Council

East Ayrshire Council

East Dunbartonshire Council

East Lothian Council

East Renfrewshire Council

Falkirk Council

Fife Council

Glasgow City Council

Highland Council

Inverclyde Council

Midlothian Council

Moray Council,

The North Ayrshire Council
North Lanarkshire Council
Orkney Islands Council
Perth and Kinross Council
Renfrewshire Council
Scottish Borders Council
Shetland Islands Council
South Ayrshire Council
South Lanarkshire Council
Stirling Council
West Dunbartonshire Council
West Lothian Council
Central Scotland Fire and Rescue Service
Dumfries and Galloway Fire and Rescue Service
Fife Fire and Rescue Service
Grampian Fire and Rescue Service
Highlands and Islands Fire and Rescue Service
Lothian and Borders Fire and Rescue Service
Strathclyde Fire and Rescue Service
Tayside Fire and Rescue Service
Golden Jubilee Hospital (National Waiting Times Centre Board)
NHS 24
NHS Ayrshire and Arran
NHS Borders
NHS Dumfries and Galloway
NHS Education for Scotland
NHS Fife
NHS Forth Valley
NHS Grampian
NHS Greater Glasgow and Clyde
NHS Health Scotland
NHS Highland
NHS Lanarkshire
NHS Lothian
NHS Orkney
Healthcare Improvement Scotland
NHS Shetland
NHS Tayside
NHS Western Isles
Scottish Ambulance Service
The Common Services Agency for the Scottish Health Service
The State Hospital for Scotland

Aberdeen College
Adam Smith College
Angus College
Anniesland College
Ayr College
Banff and Buchan College
Barony College
Borders College
Cardonald College
Carnegie College
Central College of Commerce
Clydebank College
Coatbridge College
Cumbernauld College
Dumfries and Galloway College
Dundee College
Edinburghs Telford College
Elmwood College
Forth Valley College
Glasgow College of Nautical Studies
Glasgow Metropolitan College
Inverness College
James Watt College
Jewel and Esk College
John Wheatley College
Kilmarnock College
Langside College
Lews Castle College
Moray College
Motherwell College
Newbattle Abbey College
North Glasgow College
North Highland College
Oatridge College
Orkney College
Perth College
Reid Kerr College
Sabhal Mor Ostaig
Shetland College
South Lanarkshire College
Stevenson College
Stow College

West Lothian College
Edinburgh College of Art
Edinburgh Napier University
Glasgow Caledonian University
Glasgow School of Art
Heriot-Watt University
Queen Margaret University
Robert Gordon University
Royal Scottish Academy of Music and Drama
Scottish Agricultural College
UHI Millennium Institute
University of Aberdeen
University of Abertay Dundee
University of Dundee
University of Edinburgh
University of Glasgow
University of St Andrews
University of Stirling
University of Strathclyde
University of the West of Scotland
Cairngorms National Park Authority
Office of Scottish Charity Regulator
Forestry Commission Scotland
Audit Scotland
Welsh Public Bodies
National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:
<http://www.assemblywales.org/abthome/abt-links.htm>
<http://new.wales.gov.uk/about/civilservice/directorates/?lang=en>
NHS Wales
<http://www.wales.nhs.uk/ourservices/directory>
Housing Associations – Registered Social Landlords Wales
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.nidirect.gov.uk/index/search.lsim?sr=0&nh=10&cs=iso-8859-1&sc=nidirect-cms&sm=0&mt=1&ha=nidirect-cms&cat=Banner&qt=SCHOOLS>
Universities in Northern Ireland
<http://www.deni.gov.uk/links.htm#colleges>

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.psn.police.uk/index.htm>

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(s) listed above in this section VI.3 of this notice;

(ii) subject to management supervision by another Contracting Authority(s) 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(s) listed above in this section VI.3 of this notice

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

Any 'bodies governed by public law' which under the Public Contracts Regulations 2015 means bodies that have all of the following characteristics

(a) they are established for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character;

(b) they have legal personality; and

(c) they have any of the following characteristics:—

(i) they are financed, for the most part, by the State, regional or local authorities, or by other bodies governed by public law;

(ii) they are subject to management supervision by those authorities or bodies; or

(iii) they have an administrative, managerial or supervisory board, more than half of whose members are appointed by the State, regional or local authorities, or by other bodies governed by public law;

For complaints procedure see VI.4.2 lodging of Appeals

VI.4 PROCEDURES FOR APPEAL

VI.4.1.1 Body responsible for Appeal Procedures

Official Name _____		
Postal Address _____		
Town _____	Postal Code _____	Country _____
Telephone	Fax	

Email(s)

Internet Address (URL)

VI.4.1.2 Body responsible for Mediation Procedures (if applicable)

Official Name		

Postal Address		

Town	Postal Code	Country
_____	_____	_____
Telephone	Fax	
_____	_____	
Email(s)		

Internet Address (URL)		

VI.4.2 Lodging of Appeals

Information on deadline(s) for lodging Appeals

Complaints during the procurement process are conducted under the Official Journal for the European Union (OJEU) in line with the Public Contracts Regulations (2015). Our processes are conducted in a fair, open and transparent manner. We are committed to developing constructive relationships with suppliers and are keen to generate maximum competition in all of our procurements to deliver best value and sustainable cost savings for the taxpayer. The outcome of the evaluation process is totally dependent on the competitive strength of the individual bid submissions, regardless of the bidder's size or place on existing / previous arrangements. We are committed to treating all suppliers fairly and all feedback and complaints are given full and fair consideration. If at any stage we believe that a mistake has been made by us, please be assured that we will rectify it to the extent that we can legally do so. In order to complain you must first be registered on the eSourcing tool for the relevant procurement event. All complaints must be raised via the eSourcing tool messaging facility. If you are still unsatisfied at the outcome of a procurement competition and wish to challenge it, then you should issue legal proceedings under Part 3 chapter 6 (Applications to the Court) of the Public Contracts Regulations 2015 and serve them on the Government Legal Department in accordance with the Civil Procedure Rules Part 66 (Crown Proceedings) and its associated Practice Direction. Please note that service by email is subject to prior agreement with the Head of Litigation at the Government Legal Department Solicitor's Department and is not routinely given.

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

Official Name

Postal Address		
<hr/>		
Town	Postal Code	Country
<hr/>	<hr/>	<hr/>
Telephone	Fax	
<hr/>	<hr/>	
Email(s)		
<hr/>		
Internet Address (URL)		
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VI.5 DATE OF DISPATCH

Date of dispatch of this Notice 21/10/2015 GMT
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