

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:205122-2015:TEXT:EN:HTML>

**United Kingdom-Liverpool: Helpdesk and support services
2015/S 113-205122**

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 Crown Commercial Service
9th Floor, The Capital, Old Hall Street

L3 9PP Liverpool

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

Section II: Object of the contract

II.1) Description

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

FM Assurance Services (Help-desk and CAFM).

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)

II.1.4) Information on framework agreement

Duration of the framework agreement

Duration in months: 48

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

Estimated value excluding VAT:

Range: between 15 000 000 and 34 000 000 GBP

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.

This Procurement will establish a single Supplier Framework Agreement for the purchase of an FM Assurance Services (Help-desk and Computer Aided Facilities Management (CAFM)) function.

The Services to be provided under this Framework Agreement include the following:

- a. Help-desk Services;
- b. Computer Aided Facilities Management (CAFM) System;
- c. Reporting; and
- d. FM Assurance Services

The Contracting Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ('TUPE') may apply at Call-Off Agreement level under 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.

II.1.6) Common procurement vocabulary (CPV)

72253000, 48420000, 72253100, 72317000, 72514000, 72514100, 72514200

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: no

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:

Services to be delivered under this Framework Agreement include but are not limited to:

A Helpdesk function — The Supplier shall provide a fully staffed, supervised Help-desk service linked to the CAFM System for all FM related Service Requests and fault reporting, 24 hours per day 365 days per year.

CAFM System — The Supplier shall provide a CAFM System. The Supplier shall ensure that that all managerial quality monitoring, complaints, Planned Preventative Maintenance and Reactive Maintenance activities are managed, executed and monitored through the CAFM System.

Reporting — The Supplier shall provide a reporting function that includes but is not limited to the reporting of facilities management suppliers' performance and requested Management Information.

FM Assurance Service — The supplier shall supply an oversight function which monitors and reports against the operational performance of facilities management suppliers delivering services on behalf of the Contracting Body.

Estimated value excluding VAT:

Range: between 15 000 000 and 34 000 000 GBP

II.2.2) Information about options

Options: no

II.2.3) **Information about renewals**

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

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

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

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 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**

The performance of the contract is subject to particular conditions: 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 Chapter 2 of the Public Contracts Regulations 2015, as amended (implementing Title II, Chapter III, Section 3, Sub-section I of Directive 2014/24/EU), on the basis of information provided in response to an Invitation to Tender ('ITT').

This procurement will be managed electronically via the Contracting Authorities 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 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@ccs.gsi.gov.uk

Your e-mail must clearly state: the name (FM Assurance Services(Helpdesk and CAFM)) and reference (RM3720) 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 e-mail. Crown Commercial Service will process the e-mail 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 Crown Commercial Service Help-desk e-mail: enablement@ccs.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 2015, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2012/18/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

The Authority may take into account any of the following information:

(a) appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;

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

III.2.3) **Technical capacity**

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

Candidates must provide confirmation, that they:

1. Cyber Essentials and Cyber Essentials Plus:

i) Have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or

ii) Have not got a current and valid Cyber Essentials certificate which has been awarded by 1 of the government approved Cyber Essentials accreditation bodies but they are working towards gaining it, and will be in a position to confirm that they have been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies, by the commencement date of the Contract or at a later date when they receive sensitive and personal information with regard to the Available Services; or

iii) Have not got a current and valid Cyber Essentials certificate which has been awarded by 1 of the government approved Cyber Essentials accreditation bodies, but they can demonstrate (or, will be able to demonstrate by the commencement date of the Contract or at a later date when they receive sensitive and personal information with regard to the Available Services) that their organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link: <https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf> and that they can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that their organisation demonstrates compliance with Cyber Essentials technical requirements; or

iv) Their organisation is exempt from complying with the requirements at paragraphs i), ii) and iii) above because their organisation conforms with the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard, and verified as such and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by 1 of the government approved Cyber Essentials accreditation bodies referred to in i.) Above. And where their organisation proposes to use sub-contractors to carry out the Available Services and these sub-contractors shall be involved in handling sensitive and personal information with regard to the Available Services, such sub-contractors comply with 1 of the criteria i), ii) iii) and iv) above.

v) Have in place or be willing to have in place before commencement of the Call Off contract, Cyber Essentials Plus certification.

2. Business Impact Level 2 Accreditation Have in place, or be willing to work towards, Business Impact Level 2 security accreditation by selecting 1 of the following options;

i) Provision of the Risk Management Accreditation Document Set (RMADS) for Business Impact Level 2, or

ii) To have in place an accredited Information Security Management Standard that meets the requirements of:

— ISO 27001:13 or equivalent or;

— ISO 27001:2005 transitioning to ISO 27001:13

3. IT Service Management:

i) Have in place a recognised framework for accepted IT service management best practice such as ITIL or equivalent that is relevant to the parts of the organisation that will deliver the Services.

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**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

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 below

1. Quality. Weighting 60

2. Price. Weighting 40

IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

IV.3) **Administrative information**

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

RM3720

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

Prior information notice

Notice number in the OJEU: [2014/S 190-335281](#) of 3.10.2014

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**

30.6.2015 - 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**

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

Potential suppliers should note that, in accordance with the UK Government's policies on transparency, Crown Commercial 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 Crown Commercial Service. The terms of the proposed Framework Agreement will also permit a public sector Contracting Authority, 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 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 candidates. 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 suppliers. 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. The Authority and other contracting authorities utilising the Framework reserve the right to use any electronic portal during the life of the agreement.

The duration referenced in Section II.1.4 is for the placing of orders. However Call Off Contracts can be extended for up to a maximum of 7 years.

The value provided in Section II.1.4 is only an estimate. We cannot guarantee to Potential Providers any business through this framework agreement.

Crown Commercial 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 January 2014 <http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcn%3A77-336664>

Local Authorities

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

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

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>
Secondary Schools
<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 and 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;
Annie'sland 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;
Edinburgh's 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.psnl.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 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

From 2.4.2014 the Government is introducing its new Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking Scheme (GPMS). A key aspect of this is the reduction in the number of security classifications used. All potential suppliers should make themselves aware of the changes as it may impact on this requirement. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

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) **Procedures for appeal**
- VI.4.1) **Body responsible for appeal procedures**
- VI.4.2) **Lodging of appeals**
- VI.4.3) **Service from which information about the lodging of appeals may be obtained**
- VI.5) **Date of dispatch of this notice:**
10.6.2015