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**United Kingdom-Norwich: Electronic mail services  
2014/S 208-369100**

**Contract award 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](mailto: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>

**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**

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 framework agreement or a dynamic purchasing system (DPS)**

The notice involves the establishment of a framework agreement

**II.1.4) Short description of the contract or purchase(s)**

Crown Commercial Service as the Contracting Authority has put in place a Pan Government Collaborative Framework Agreement for use by UK public sector bodies identified at VI.3 of the Contract Notice (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 the Contract Notice.

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.

II.1.5) **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.1.6) **Information about Government Procurement Agreement (GPA)**

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

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s)**

Value: 350 000 000 GBP

Excluding VAT

**Section IV: Procedure**

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of

1. Pass / Fail questions. Weighting 0

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

An electronic auction has been used: no

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

**Contract notice**

of 22.2.2014

**Section V: Award of contract**

Contract No: Accenture

Lot No: 2 - Lot title: Medium Volume eMail

Lot No: 3 - Lot title: Large Volume eMail

Lot No: 1 - Lot title: Small Volume eMail

V.1) **Date of contract award decision:**  
28.8.2014

V.2) **Information about offers**

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Accenture (UK) Limited  
30 Fenchurch Street  
EC3M 3BD London  
UNITED KINGDOM

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Not known

Contract No: British Telecommunications

Lot No: 1 - Lot title: Small Volume eMail

Lot No: 2 - Lot title: Medium Volume eMail

Lot No: 3 - Lot title: Large Volume eMail

V.1) **Date of contract award decision:**  
28.8.2014

V.2) **Information about offers**

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

British Telecommunications Public Limited Company  
BT Centre 81 Newgate Street  
EC1A 7AJ London  
UNITED KINGDOM

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Not known

Contract No: CSC Computer Sciences

Lot No: 1 - Lot title: Small Volume eMail

Lot No: 2 - Lot title: Medium Volume eMail

Lot No: 3 - Lot title: Large Volume eMail

V.1) **Date of contract award decision:**  
28.8.2014

V.2) **Information about offers**

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**  
CSC Computer Sciences Ltd  
Royal Pavilion, Wellesley Road  
GU11 1PZ Aldershot  
UNITED KINGDOM

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Not known

Contract No: General Dynamics Information Technology

Lot No: 1 - Lot title: Small Volume eMail

Lot No: 2 - Lot title: Medium Volume eMail

Lot No: 3 - Lot title: Large Volume eMail

V.1) **Date of contract award decision:**

28.8.2014

V.2) **Information about offers**

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

General Dynamics Information Technology Limited

4th Floor, Cottons Centre, Cottons Lane

SE1 2QG London

UNITED KINGDOM

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Not known

Contract No: Vodafone

Lot No: 3 - Lot title: Large Volume eMail

Lot No: 1 - Lot title: Small Volume eMail

Lot No: 2 - Lot title: Medium Volume eMail

V.1) **Date of contract award decision:**

28.8.2014

V.2) **Information about offers**

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Vodafone UK

Vodafone House, The Connection

RG14 2FN Newbury

UNITED KINGDOM

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Not known

**Section VI: Complementary information**

**VI.1) Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

**VI.2) Additional information:**

Contact Award Notice Values: The contract value provided is only an estimate. We cannot guarantee to Suppliers any business through this framework agreement.

Framework Agreement Period:

2 year period with option for up to maximum 2 years extension period, provided 3 months written notice is given prior to expiry of initial period

Security:

Suppliers have to 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 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.

As part of any assessment of a Potential Provider's technical and professional ability, Contracting Bodies will 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.

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 : 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

<http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%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](http://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](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.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.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/WhoWeFundUniversities.aspx) [http://www.sfc.ac.uk/about\\_the\\_council/council\\_funded\\_institutions/WhoWeFundColleges.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/](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](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.org.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.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](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](http://www.collegeswales.ac.uk/en-GB/wales_colleges-42.aspx)

Welsh Government Sponsored Bodies

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

NHS Wales

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

Housing Associations – registered Social Landlords Wales

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

<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](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)

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 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 of this notice;

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

VI.3) **Procedures for appeal**

VI.3.1) **Body responsible for appeal procedures**

VI.3.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: The Authority incorporated a minimum 10 calendar day standstill period at the point information on the award of the contract was communicated to Potential Providers. Potential Providers who were unsuccessful were informed by the Authority as soon as possible after the decision had 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.3.3) **Service from which information about the lodging of appeals may be obtained**

VI.4) **Date of dispatch of this notice:**

24.10.2014