

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:375794-2014:TEXT:EN:HTML>

**United Kingdom-Norwich: IT services: consulting, software development, Internet and support  
2014/S 212-375794**

**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  
Rosebery Court, St Andrews Business Park  
NR7 0HS Norwich  
UNITED KINGDOM  
Telephone: +44 3450103503

E-mail: [supplier@ccs.gsi.gov.uk](mailto:supplier@ccs.gsi.gov.uk), [enablement@ccs.gsi.gov.uk](mailto:enablement@ccs.gsi.gov.uk)

**Internet address(es):**

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

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

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

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

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

**I.2) Type of the contracting authority**

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

**I.3) Main activity**

Other: Public Procurement

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

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

**Section II: Object of the contract**

**II.1) Description**

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

Technology services.

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

Services

Service category No 7: Computer and related services

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

NUTS code UK

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

The notice involves the establishment of a framework agreement

**II.1.4) Information on framework agreement**

Framework agreement with several operators

Number of participants to the framework agreement envisaged: 999

**Duration of the framework agreement**

Duration in months: 18

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

Estimated value excluding VAT:

Range: between 100 000 000 and 200 000 000 GBP

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

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

The above Public Sector Bodies have a need for a new technology services framework agreement which will deliver local, regional and national technology services through the proposed lots below.

We are particularly looking for specialist suppliers who can provide the services under individual lots as well as suppliers who can provide multiple services.

Lot 1 Help desk/Service desk

Lot 2 Desktop Support

Lot 3 Network Management

Lot 4 Network and content security

Lot 5 Infrastructure and Platform, Maintenance and Support

Lot 6 Audit services and Asset management

Lot 7 IT Infrastructure Transition Services and Delivery

Lot 8 Service Integration/Service Integrator

Lot 9 Disaster Recovery/ Business Continuity

Lot 10 Back up and Data Services

Lot 11 Asset Disposal

**II.1.6) Common procurement vocabulary (CPV)**

72000000, 72500000

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

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

**II.1.8) Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

**II.1.9) Information about variants**

Variants will be accepted: no

**II.2) Quantity or scope of the contract**

**II.2.1) Total quantity or scope:**

Estimated value excluding VAT:

Range: between 100 000 000 and 200 000 000 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: 18 (from the award of the contract)

**Information about lots**

Lot No: 1

Lot title: Help desk/Service desk

1) **Short description**

The single point of contact between a service provider and users within an organisation. A typical service desk manages Incidents and service requests, and also handles communication with the users.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 2

Lot title: Desktop Support

1) **Short description**

Desktop support is the technical services offered by a support organisation to a user or users experiencing problems with their computers. Support may be on either hardware or software running on the affected computing device. Support may include but is not limited to: IMACD, and local remote services.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 3

Lot title: Network Management

1) **Short description**

Network management is a set of hardware and/or software tools that allow an IT organisation to supervise the individual components of a network within a larger network management framework. Network management system components assist with but are not limited to: network device discovery; network device monitoring; network performance analysis and intelligent notifications.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 4

Lot title: Network and content security

1) **Short description**

Managed network security services are tasks or processes related to network security. Which can include but are not limited to:- device management; monitoring and remediation; email security' including anti-spam, anti-malware and IP filtering; network intrusion detection and prevention; asset classification and change management; data leak protection, and the creation of access control policies.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 5

Lot title: Infrastructure and platform, maintenance and support

1) **Short description**

Manage all library infrastructure hardware and software operations, including server and storage systems. Support production applications, whether open source, developed in-house, or third party. Breakfix — Focused on servers and storage.

Platform support and maintenance is the management of hardware and software architecture in order to allow applications to operate.

Platforms can include one or several of the following hardware and/or software components: — hardware architecture; operating systems; programming languages and frameworks; runtime libraries; application servers; databases; other middle-ware products.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 6

Lot title: Audit services and asset management

1) **Short description**

Asset management is a service that offers systematic and independent examination of data, statements, records, operations and performances (financial or otherwise) of IT Software and Hardware

Audit services are formal inspections and verifications to check whether a Standard or set of Guidelines is being followed, that Records are accurate, or that Efficiency and Effectiveness targets are being met.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 7

Lot title: IT Infrastructure Transition Services and Delivery

1) **Short description**

IT Infrastructure Transition Services is to assist customers when they need to move, re-build or re-deploy IT services from one organisation to another. Service Transition also makes sure that changes to services and Service Management processes between existing and new service provider are carried out in a coordinated way.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 8

Lot title: Service Integration/Service Integrator

1) **Short description**

IT Service Integration is to manage enterprise IT services delivered by multiple suppliers across different delivery models in one integrated enterprise service management process. IT Service Integration should address the following key challenges many customers struggle with:

- Complexity, managing their internal and external suppliers within multi sourcing environments
- Cost and Effort, ensuring lower costs and improved performance are not losing ground to increased effort in effective supplier management
- Transparency, ensuring there is end-to-end and cross-supplier service transparency with clear and consistent or unclear service reports
- Roles and Responsibilities are clear and risks are managed to ensure no compromising contractual terms and conditions, regulatory non-compliance, or interrupted service provision
- Compliance with contractual agreements, regulatory requirements, industry standards and business objectives.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 9

Lot title: Disaster Recovery/ Business Continuity

1) **Short description**

Disaster recovery policies and procedures that are related to preparing for recovery or continuation of technology infrastructure which are vital, to an organisations business continuity, after a natural or human-induced disaster. This service will include but not be limited to; Resilience testing, Recovery testing and planning and Contingency planning and support.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 10

Lot title: Back up and Data Services

1) **Short description**

A remote, on-line, or managed backup service, provides users with a system for the backup, storage, and recovery of computer files. On-line backup organisations will provide this type of service to end users.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

Lot No: 11

Lot title: Asset Disposal

1) **Short description**

A computer recycling service that offers but is not limited to include: — data destruction to UK Government CESG standards with certificated proof of erasure for every hard drive or data bearing asset; a managed IT disposal service that can be fully integrated with roll-out programmes and other service partners; full audit trail with itemised reporting; IT disposal services are WEEE Compliant.

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

72500000

3) **Quantity or scope**

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

5) **Additional information about lots**

The Framework Agreement duration is for eighteen (18) months however the Contracting Authority reserves the right to extend the duration of this Framework Agreement for any period up to a maximum of six (6) months from the expiry of the Initial Term.

**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] [proposed by participants] if considered appropriate.

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

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

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

III.1.4) **Other particular conditions**

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

[Project Specific — please delete the following text if not using the eSourcing tool and replace with guidance on expressing an interest]

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

If you have not yet registered on the eSourcing Suite, this can be done on-line 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](mailto:expressionofinterest@ccs.gsi.gov.uk)

Your email must clearly state: the name and reference for the procurement you wish to register for; the name of the registered supplier; and the name and contact details for the registered individual sending the email. Crown Commercial Service will process the email and then enable the supplier to access the procurement on-line 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 Support Desk email: [eenablement@ccs.gsi.gov.uk](mailto:eenablement@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 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT. The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1. The Contracting Authority is not conducting financial checks for appointment to the Framework Agreement. Financial checks may be performed by the Contracting Bodies at the time of Call-Off prior to award.

**III.2.3) Technical capacity**

Information and formalities necessary for evaluating if the requirements are met: Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT. The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1. The Contracting Authority may have regard to any of the following means in its assessment: (a) an assessment of the services proposed by the Supplier, the Contracting Authority will publish the service descriptions that suppliers are required to make visible as part of their service definitions entries as part of the ITT;

**III.2.4) Information about reserved contracts**

**III.3) Conditions specific to services contracts**

**III.3.1) Information about a particular profession**

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

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

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 in the specifications, in the invitation to tender or to negotiate or in the descriptive document

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

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

**IV.3) Administrative information**



- IV.3.1) **File reference number attributed by the contracting authority:**  
RM1058
- IV.3.2) **Previous publication(s) concerning the same contract**  
**Prior information notice**  
of 28.3.2014
- 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**  
16.12.2014 - 15:00
- 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: 180 (from the date stated for receipt of tender)
- IV.3.8) **Conditions for opening of tenders**  
Date: 16.12.2014 - 15:01  
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 Contracting Authority expressly reserves the right (i) not to award any contract as a result of the procurement process commenced by publication of this notice; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Contracting Authority be liable for any costs incurred by the candidates. If the Contracting Authority decides to enter into a Framework Agreement with the successful supplier, this does not mean that there is any guarantee of subsequent contracts being awarded. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of potential suppliers. Any orders placed under this Framework Agreement will form a separate contract under the scope of this Framework between the supplier and the specific requesting other contracting body. The Contracting Authority and other contracting bodies 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.

The value provided in Section II.1.4 is only an estimate. We cannot guarantee to suppliers 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:

<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](http://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://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.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](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/](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)

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.psni.police.uk/index.htm>

From 2nd April 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>

Please refer to the CCS website:

<http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-guidance-supporting-information/complaints-during-procurement-process>

for information about how complaints are handled during the procurement process.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

Minister for the Cabinet Office acting through Crown Commercial Service

Rosebery Court, St Andrews Business Park

NR7 0HS Norwich

UNITED KINGDOM

E-mail: [supplier@ccs.gsi.gov.uk](mailto:supplier@ccs.gsi.gov.uk)

Telephone: +44 3450103503

Internet address: <http://ccs.cabinetoffice.gov.uk>

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: There is no right of appeal in this procurement. If you have a complaint or seek to challenge the outcome, please follow the guidance on procedure contained in the previous section.

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

Minister for the Cabinet Office acting through Crown Commercial Service

NR7 0HS Norwich

UNITED KINGDOM

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VI.5) **Date of dispatch of this notice:**

30.10.2014