

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:381409-2015:TEXT:EN:HTML>

**United Kingdom-London: Data-processing services
2015/S 210-381409**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

Royal Borough of Kensington and Chelsea
Town Hall, Hornton Street, Kensington
Contact point(s): Customer Services — Benefits Service
For the attention of: Paul Ellary
W8 7NX London
UNITED KINGDOM
Telephone: +44 2073612781
E-mail: paul.ellary@rbkc.gov.uk

Internet address(es):

General address of the contracting authority: www.rbkc.gov.uk
Address of the buyer profile: www.rbkc.gov.uk
Electronic access to information: www.capitalesourcing.com
Electronic submission of tenders and requests to participate: www.capitalesourcing.com

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

Regional or local authority

I.3) Main activity

General public services

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

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

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

Provision of Housing Benefit and Council Tax Remote Processing 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: Services are to be provided remotely for the Royal Borough of Kensington and Chelsea (NUTS Code UKI11).

NUTS code UK

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

The notice involves a public contract

II.1.4) Information on framework agreement

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

The Council will require between 2 and 4 Housing and Council Tax Benefit officers to provide remote processing of the Council's Housing and Council Tax Benefit claims. The Assessment Officers will carry out all types of assessments including council and private claims, working age and pension age claims and Passport and non-passport claims. They will also be required to process overpayments using the Council's Sundry Debtors system and reply to customer's queries in writing and on the telephone.

The exact number of workers required on any given month will be determined by the Council and will depend upon the volume of work. The Council will issue instructions to the Contractor as and when required.

II.1.6) Common procurement vocabulary (CPV)

72310000, 72253000

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:

The Council will require between 2 and 4 Assessment Officers to be available to process claims, depending on the volume of work required at any given time. The Council will issue instructions regarding its requirements from time to time.

Estimated value excluding VAT:

Range: between 450 000 and 550 000 GBP

II.2.2) Information about options

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

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

Duration in months: 24 (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:

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:

Joint and several liability. Should the successful tenderer be a consortium of companies, the lead partner will be responsible for completing the commission on behalf of the consortium and all payments will be made to the lead partner for services rendered by the consortium. Support partners will be required to complete a collateral warranty agreement in favour of the Contracting Authority.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: The Council's Benefit Section uses the Civica Open Revenues system to process claims as well as the Civica document imaging system.

The prerequisites for accessing the Council network remotely include the following:

- Use of a CITRIX Connection (XenApp) to access the Council network. A customised copy of VPN client software will be supplied.
- The computers used to access the Council's network are kept in a secure location and not accessible to unauthorised persons.
- Firewall arrangements are made on the computers/network which connect to the Council's network (VPN and LAN-to-LAN connections only).
- Anti-virus software is installed and kept up to date on the computers used to access the Council's network.
- A mobile phone number will need to be supplied for the Council to send a Security Code for connection to our VPN.

Further details are contained in the Contract Documents.

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Whenever possible, the Authority will use CreditSafe to obtain financial reports and accounts appertaining to Tenderers and use it to verify Tenderers' fulfilment of the pass/fail test for economic and financial standing. However, if the reports obtainable from CreditSafe do not appear to satisfy the pass/fail test or no reports are available, Tenderers will be invited to submit additional evidence to support their application which may take the form of:

- Certificates,
- Financial Statements,
- A statement of the Tenderer's cash flow forecast for the current year,
- A letter of assurance from the Tenderer's bank outlining the current cash and credit position, or
- Other appropriate means of proof that clearly demonstrates the Tenderer's financial standing to the satisfaction of the Authority.

Minimum level(s) of standards possibly required: 1.2) All Tenderers must pass the test for economic and financial standing set out in the ITT:

Tenderers must demonstrate that they are financially sound and have sufficient economic resources to perform the contract. Relevant factors include the Tenderer's annual turnover, liquidity, gearing and cash flow.

III.2.3) Technical capacity

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

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

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

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

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

IV.2) Award criteria

IV.2.1) Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) Information about electronic auction

IV.3) Administrative information

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

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

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4) Time limit for receipt of tenders or requests to participate

27.11.2015 - 17:00

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders

Section VI: Complementary information

VI.1) Information about recurrence

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

This tendering exercise is being undertaken using the electronic tendering system 'Capital eSourcing' (url: www.capitalesourcing.com). Suppliers will need to register an interest on the system in order to participate and registration is free.

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

VI.4.2) Lodging of appeals

Precise information on deadline(s) for lodging appeals: As set out in the UK's Public Contracts Regulations 2015.

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

VI.5) Date of dispatch of this notice:

26.10.2015