

UK-Bolton: information systems

2009/S 21-030343

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

I.1) NAME, ADDRESSES AND CONTACT POINT(S):

Bolton at Home Ltd, Adelaide House Adelaide Street, Attn: Mark Lupton, UK-Bolton BL3 3NY . Tel. +44 1204335079. E-mail: mark.lupton@boltonathome.org.uk. Fax +44 1204335639.

Internet address(es):

General address of the contracting authority: www.boltonathome.org.uk.

Further information can be obtained at: As in above-mentioned contact point(s).

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at: As in above-mentioned contact point(s).

Tenders or requests to participate must be sent to: As in above-mentioned contact point(s).

I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES:

Body governed by public law.

Housing and community amenities.

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:

Integrated contractor management and mobile system solution with related services.

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

Services.

Service category: No 07.

Main place of performance: Bolton, United Kingdom.

NUTS code: UKD32.

II.1.3) The notice involves:

A public contract.

II.1.4) Information on framework agreement:

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

Interested suppliers must be able to demonstrate their ability to provide and support a high quality, cost effective integrated contractor management and mobile system solution that will underpin critical "support" business processes within the Technical Services division of Bolton at Home and impact positively on the delivery of customer services. Core requirements to support these processes will be:

- Job receipt and progression (including job variations and exceptions),
- Job cancellation and completion,
- Invoicing and payment,
- Job costing,

- Void works and status reporting,
- Planned and programmed works,
- Servicing and cyclical considerations e.g. gas servicing,
- Emergency and out of hours considerations,
- Customer satisfaction and quality review,
- Management of callbacks,
- Stock and materials purchasing and allocation including electronic reordering of stock,
- Resource management,
- Information management and reporting,
- Electric document storage and management,
- Mobile working,
- Vehicles checking,
- Subcontractors portal,
- Full integration with the organisation's housing management, financial management and dynamic scheduling solutions.

Further desirable requirements will be:

- Pre- and post-inspections,
- Fleet and plant management,
- Vehicle tracking.

The solution being sought must be fully scalable to meet both the current and future needs of the business. It should also facilitate the efficient integration with replacement core systems that may need to be introduced in the future Bolton at Home intends that the new system and associated change management programme will act as a catalyst for major transformational change in the way the organisation conducts its technical services business.

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

48810000, 48445000, 48612000, 48482000, 48422000, 48217000, 48820000, 72212000, 72212217, 30213500, 72212400, 72212517, 72212610, 72220000, 72221000, 72224000, 72224100, 72226000, 72227000, 72240000, 72250000, 72263000.

II.1.7) **Contract covered by the Government Procurement Agreement (GPA):**

No.

II.1.8) **Division into lots:**

No.

II.1.9) **Variants will be accepted:**

No.

II.2) **QUANTITY OR SCOPE OF THE CONTRACT**

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

Bolton at Home requires the:

- Provision,
- Installation,
- Commissioning (including project management, training and data migration),
- Integration,
- Support (where required),
- And related consultancy services, for an integrated contactor management and mobile system solution (CMS).

The system will provide the appropriate functionality to support the operational and management of the organisation's core business processes as outlined in section 11.1.5) above. The system must be fully integrated and capable of integration with a wide range of other back office systems including the organisation's housing management, financial management, dynamic scheduling systems and incorporate capabilities for workflow, electronic document management and mobility Bolton at Home may also require consultancy support in the areas of change management and business process re-engineering as part of the project.

Estimated value excluding VAT: 300 000 GBP.

II.2.2) **Options:**

No.

II.3) **DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION:**

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

III.1) **CONDITIONS RELATING TO THE CONTRACT**

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

Will be made known in the contract documents.

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

Will be made known in the contract documents.

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.

III.1.4) **Other particular conditions to which the performance of the contract is subject:**

Yes.

As set out in Articles 29-32 of Directive 92/50 EC. Service providers/suppliers (or in the case of a group of service providers/suppliers, each service providers/suppliers) must be prepared to return with their completed pre-qualification questionnaire information and proof relating, to themselves and to their ultimate holding company.

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 requirements are met: Information and formalities necessary for evaluating if requirements are met: Specific information and proof required will be specified in the pre-qualification questionnaire to be supplied.

III.2.2) **Economic and financial capacity:**

Information and formalities necessary for evaluating if requirements are met: Specific information and proof required will be specified in the pre-qualification questionnaire to be supplied.

III.2.3) **Technical capacity:**

Information and formalities necessary for evaluating if requirements are met: Specific information and proof required will be specified in the pre-qualification questionnaire to be supplied.

III.2.4) **Reserved contracts:**

No.

III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

III.3.1) **Execution of the service is reserved to a particular profession:**

No.

- III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service:**

SECTION IV: PROCEDURE

IV.1) TYPE OF PROCEDURE

IV.1.1) Type of procedure:

Competitive dialogue.

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

Envisaged minimum number: 4.

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes.

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) An electronic auction will be used:

No.

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:

No.

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

Time limit for receipt of requests for documents or for accessing documents: 2.3.2009 - 16:00.

Payable documents: no.

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

2.3.2009 - 16:00.

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:

IV.3.8) Conditions for opening tenders:

SECTION VI: COMPLEMENTARY INFORMATION

VI.1) THIS IS A RECURRENT PROCUREMENT:

No.

VI.2) CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS:

No.

VI.3) ADDITIONAL INFORMATION:

The contracting authority reserves the right not to award or award part or parts only of the contract.

VI.4) PROCEDURES FOR APPEAL

VI.4.1) Body responsible for appeal procedures:

Development and Business Intelligence Service, 1-3 The Courtyard, St Peters Business Park, UK-Bolton BL1 8PB . Tel. +44 1204335753.

Body responsible for mediation procedures:

UK-.

VI.4.2) **Lodging of appeals:**

Precise information on deadline(s) for lodging appeals: 3 months.

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

UK-.

VI.5) **DATE OF DISPATCH OF THIS NOTICE:**

29.1.2009.