

UK-London: computer training services

2009/S 21-030312

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

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

London Borough of Waltham Forest, Room 215, Town Hall, Forest Road, Walthamstow, Attn: Krishy Kapur, UK-London E17 4JA . Tel. +44 02084964738. E-mail: krishy.kapur@walthamforest.gov.uk. Fax +44 02084964509.

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:

Regional or local authority.

General public services.

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:

UK-London: september guarantee voucher scheme- to provide young people with development, learning or training.

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

Services.

Service category: No 27.

Main place of performance: LBWF.

II.1.3) The notice involves:

A public contract.

II.1.4) Information on framework agreement:

Framework agreement with several operators.

Number of participants to the framework agreement envisaged: 27.

Duration of the framework agreement: Duration in year(s): 3.

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

Personal development training services. Training facilities. Training programme services. Vocational training services. Industrial and technical training services. Technical training services. Management training services. Personnel-training services. Education and training services. Training services. Specialist training services.

II.1.6) Common procurement vocabulary (CPV):

80533100, 80560000, 80562000, 80570000, 80520000, 80521000, 80531000, 80531200, 80532000, 79632000, 80000000, 80500000, 80510000, 80561000, 80530000.

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

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

Yes.

Tenders should be submitted for: one or more lots.

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

No.

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

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

Lot 1 Mentoring, Soft Skills & Support. The primary aim is to provide individual young people with an agreed number of sessions to support their development and access to mainstream learning or training in a range of different area's including but not limited to: - Working with others - Interpersonal skills - Confidence building - Assertiveness - Anger Management - Coaching through drama - Motivation - Time management - Parenting skills - Financial Management & Budgeting Skills - Business start up Examples of aspects that may be included in the package Assertiveness support 4 x 1 hr sessions Motivational support 4 x 1 hr sessions Understanding and controlling angerTime management CV Building, Skills Scan, Job Search Interview skills (with role play) Job application (online or paper based) Mock interview (tailored to individual jobs) Career coaching through drama Confidence, self-esteem, motivation and weight issues Parenting 3 Units of the PWP Programme The aim of the 'Parents with Prospects' award is to enable new parents to acquire the parenting skills and knowledge required to help raise healthy, emotionally well balanced, educated children. This in turn will help with their education and build self-esteem. Over a 12 week period the course aims to give individuals the opportunity to learn all they need to know about being a parent, from health and safety to baby care. Life skills such as money management and communication are also covered, plus access to information on available support. LOT 2 JOBSEARCH, EMPLOYABILITY & CAREER COACHING Assist young people in: - Building and complete CV's - Developing Interview skills - Completing applications for jobs - Gaining employability skills - Conduct mock interviews - Career coaching through various mediums - Confidence/self esteem & motivation skills Offer 1 Unit (6 week) towards NCFE Working with Children Level 1 Certificate Provide employability Skills courses covering Personal redevelopment to include 8-12 classroom based sessions Return to work/ study tasters To include catering, hairdressing, painting and decorating Course to be 4-6 days in duration Examples of aspects that may be included in the package Employability Skills - 8 to 10 weeks- Employability Skills: Interview techniques, CV writing, How to complete Application Forms, Job Search and Formal letter writing. - Can be combined with Motor Vehicle Taster, Work Experience, ICT, Literacy and Employability Skills. Return to study: Intensive tasters in:Catering, hairdressing, painting and decorating Return to study: Employability/ taster in catering, hairdressing, painting and decorating Health and Fitness one to one sessionsGroup sessions available at alternative ratesFor y/p with disabilities and learning difficultiesSessions to address issues such as self-esteem, confidence, motivation, weight issues and other problems which are likely to form a barrier to inclusion and health in general Employability Skills & Personal Development - 6 - 10 weeks Employability Skills: CV Writing How to Complete Application Forms, Job Search Formal Letter Writing for Speculative & Covering Letters and Interview Techniques Personal Development: Effective Communication Dealing with Anger Teambuilding Rights and Responsibilities Bullying Stereotyping Discrimination and Racism Learning Package can be combined with: - Adult Literacy - ICT - Work placements LOT 3 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Tiling LOT 4 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Plastering LOT 5 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Painting & Decorating LOT 6 WORKPLACE: VOCATIONAL

OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Brickwork CSCS Construction Skills LOT 7 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Electrical LOT 8 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Carpentry & Joinery LOT 9 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Health & Safety LOT 10 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Plumbing LOT 11 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Engineer Training Motor Vehicle engineering LOT 12 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options: Hairdressing LOT 13 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options Door Supervisor LOT 14 WORKPLACE: VOCATIONAL OPTIONS & TASTERS Providers will be expected to provide vocational short practical training in variety settings to include any or a combination of the following options Catering Examples of aspects that may be included in the package Return to study: Intensive tasters in: Catering, hairdressing, painting and decorating Return to study: Employability/taster in catering, hairdressing, painting and decorating Health and Fitness one to one sessions For y/p with disabilities and learning difficulties These sessions address issues such as self-esteem, confidence, motivation, weight issues and other problems which are likely to form a barrier to inclusion and health in general A motivational based, practical activity that young people can access role on and role off. It is a non-certificated course but there are modules that teach maths, problem solving and motor vehicle skills through the practical exercise of building a racecar from scratch. Training sessions 3-4 hours Graphic and Web Site Design Youth Employment and Business Enterprise Video and Film Production Hair/Beauty Make-Up Dance and Choreography Career Coaching through Drama One off workshops Positive Attitude This workshop focuses on key life skills the students need in order to interact effectively in the world. The main objectives are to breakthrough negative patterns, destructive attitudes and poor motivation and increase the young persons awareness and raise their self esteem. Basic Plumbing Practical Hands on - Short Course 5 day intensive short course This course is designed for the beginners who would like to start their career as a plumber. Training contents more hands-on practical work such as pipe work, radiators installation, bathroom and toilet fixing and repair. Basic Electrical Practical Hands on - Short Course 5 day intensive short course The course has been designed to provide basic training in electrical installation for those seeking employment in the constructions industry with no previous experience or knowledge of the installation craft. It is fundamental training to enable you to do Part P in order to register as Domestic Electrical Installer. Basic Plastering Practical Hands on - Short Course 5 day intensive short course The course is designed to provide basic plastering skills for those seeking employment in the multi-trade with no previous experience or knowledge in this job sector. This course demonstrates the right procedure from project preparation to the finishing of the job. Basic Tiling Practical Hands on - Short Course The course is designed to provide basic tiling skills for those seeking employment in the multi-trade with no previous experience or knowledge in this job sector. This course demonstrates the right procedure from project preparation to the finishing of the job. Basic Carpentry and Joinery Practical Hands on - Short Course The course is designed to provide basic carpentry and joinery skills for those seeking employment in the multi-trade with no previous experience or knowledge in this job sector. Basic Painting and

Decorating Practical Hands on - Short Course The course is designed to provide basic painting and decorating skills for those seeking employment in the multi-trade with no previous experience or knowledge in this job sector. Basic Brickwork Practical Hands on - Short Course The course is designed to provide basic bricklaying skills for those seeking employment in the multi-trade with no previous experience or knowledge in this job sector. Cabin Crew Training (10 weeks) The NCFE Certificate for Cabin Crew has been designed to provide the basic skills, knowledge and understanding to work effectively as Cabin Crew. The qualification is endorsed by BMI, Thomas Cook and Monarch Airlines who offer guaranteed interviews to who successfully complete the course and meet their minimum criteria. Course Modules: The qualification consists of six mandatory units and delegates will be required to complete all units to achieve the certificate: - Understand the airline industry and role of the airline cabin crew- Promote effective customer care in the airline industry- Maintain effective team working and communications in the airline industry- Contribute to the health and safety of airline passengers- Contribute to aviation security- Demonstrate an understanding of the airport arrival process Resort Res Level 2 (10 weeks) Overseas Representatives are still an important part of most overseas holiday packages. The range of employment opportunities for reps is vast with opportunities to work in both short-haul and long-haul destinations and with ski and specialist tour operators. Course Modules: The qualification consists of four mandatory and two optional units. Delegates must complete the four mandatory units and one optional unit to receive full certification: - Investigate employment opportunities for resort representatives (mandatory)- Undertake pre-season preparation (mandatory)- Manage airport and transfer duties (mandatory)- Undertake in-resort duties (mandatory) - Investigate resort administration (optional)- Investigate the role of the childrens' representative (optional) Event Management Level 3 (15 weeks) Course Modules: The qualification consists of ten mandatory units and delegates will be required to complete all units to achieve the certificate. - Explore event feasibility Health, safety & security for events- Market research and event promotion Financial viability of events- Customer service and communication at events Event planning- Emergency planning for events Human resource planning for events- Event management Event review and evaluation During the course delegates will complete a portfolio of work which will be externally moderated - there is no written exam for this qualification Childcare - 6 weeks 1 Unit towards NCFE Working with Children Level 1 Certificate 6 workshop based sessions Work placement in a childcare environment 2 days per week Learning package can be combined with:- Work Placement and/or - Personal Development and Employability Skills CSCS Construction Skills The construction Skills Certification Scheme (CSCS) card is the industry's largest scheme and covers 220 occupations including trades, technical, supervisory and management. The price includes training, assessment. Door supervisor Nat Cert level 2 Qualification for Door Supervisors Parts 1 & 2 This course is essential for you if you are considering a career in the industry, or want to work as Door Supervisor. The four day programme is part-subsidized by the Government and by successfully completing the course you will gain your approved qualification and be eligible to apply for your SIA License.* Days 1 & 2 Days 1 and 2 will cover the role and responsibilities of a door supervisor, with the aim of ensuring that you have the knowledge and understanding of your role and responsibilities in the security industry environment. They will also cover: - Appropriate behaviour for door supervisors - Civil and criminal law relevant to door supervision - Search and arrest procedures - Drugs and drug abuse - Incident recording and crime scene preservation - Licensing law and the licensee's social responsibility - Equal opportunities and discrimination - Basic procedures for emergency situations - Health and safety in the workplace Day 3 & 4 This includes you learning how to manage conflict by applying dynamic risk approaches, understanding the importance of self awareness and acting proactively; how to defuse conflict by overcoming communication blocks, signalling non-aggression and managing high-risk situation; how to resolve conflict and how to learn from conflict. Engineering Training thro' Motor Sport Forklift training (16+) 1 day forklift health & safety Counterbalance and Reach truck training Written or oral theory test paper Health and Safety This is a City & Guilds qualification in giving an introduction to health and safety and promotes safe working practices

for a wide range of workplaces. Suitable for all business types, this qualification helps business meet legal obligations. All candidate who successfully complete the course will obtain the level 2 progression award in Health and Safety in the workplace. 'Look at life' Army activity taster including trips and activities Motor Vehicle Work Experience Course: 1 IMI Accredited Generic Unit - 12 weeks.- Full Health And Safety Appraisal of Work placement- PPE Clothing and Boots supplied- 1-day Workshop based session- 1- day in a Garage environment- 4 dedicated Welfare Support visits to assess your clients progress and gain feedback from the work placement- Can be combined with ICT, Literacy or Numeracy and Employability Skills. Motor Vehicle Taster Course - 8 weeks Roll on Roll off programme- 1 day per week at our Ponders End Training Centre- 8 Workshop sessions- Gaining valuable skills in the following areas: Cooling systems, Tyres, Suspension, Steering Systems, Braking Systems etc.,- In house Certificate - Can be combined with ICT, Literacy or Numeracy and Employability Skills. Music C.L.A.A.M.P. RECORDING ARTIST PROJECT (10-15 participants) 12 weeks Accreditation Arts Award Course This is a recording artist focused workshop that aims to enable the users to freely express themselves in a comfortable environment. This workshop will also build up self confidence, self esteem, team working skills and social integration while learning basics skills required to becoming a successful recording artist thus getting a CLAAMP on the game. - CONCEPTS (Creation from magazine/Mind maps)- LYRICS (Song writing/ Song parts/Free styling)- ATTITUDE (Who are you? What is your image about/Interview training/personality)- APPEARANCE (Story board/Styling your persona/Perceptions) - MUSIC (Music production/And or picking the right music)- PERFORMANCE P (Sound check/Rehearsal) Preparation for Work - Hairdressing Preparation for work - Administration Sports Coaching Level 1 Work Tasters - 2 weeks Administration Shadow a barrister 1 week Hotel & Catering Kitchen and Restaurant 6 weeks placement Employment and Reviews Work Experience - up to 3 weeks Hairdressing and Administration Work Placements - from 5-10 weeks Overview:- Work experience placements and tasters with full Health and Safety Appraisal of the workplace and dedicated Welfare Support visits to assess your client's progress and gain valuable feedback from the employer and negotiate possible employment options- Various vocational areas including: Retail, Administration, Customer Service, Childcare and Warehousing.- Other vocational areas can be arranged for client's with a specific vocational interest e.g. Hairdressing, Working with Animals, Floristry, Garden Centres etc. Please call to discuss your client's requirements.- Can be combined with Adult Literacy, ICT and/or Personal Development and Employability Skills Work placements & reviews Lot 13 BASIC SKILLS & KEY SKILLS Providers will be expected to offer learners accredited learning packages at various levels. - ESOL - Communication Skills - Basic Skills.

II.2.2) **Options:**

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

Duration in months: 36 (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 regulating them:**

See Tender 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.

See tender documents.

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: (a) is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;

(b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations;

(c) has been convicted by a judgment which has the force of *res judicata* in accordance with the legal provisions of the country of any offence concerning his professional conduct;

(d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate;

(e) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;

(f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;

(g) is guilty of serious misrepresentation in supplying the information required under this Section or has not supplied such information;

(h) has been the subject of a conviction for participation in a criminal organisation, as defined in Article 2(1) of Council Joint Action 98/733/JHA;

(i) has been the subject of a conviction for corruption, as defined in Article 3 of the Council Act of 26.5.1972 and Article 3(1) of Council Joint Action 98/742/JHA3 respectively;

(j) has been the subject of a conviction for fraud within the meaning of Article 1 of the Convention relating to the protection of the financial interests of the European Communities;

(k) has been the subject of a conviction for money laundering, as defined in Article 1 of Council Directive 91/308/EEC of 10.6.1991 on prevention of the use of the financial system for the purpose of money laundering.

See tender documents also.

III.2.2) Economic and financial capacity:

Information and formalities necessary for evaluating if requirements are met: (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;

(c) a statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available.

Last 3 years audited accounts.

Professional liability 250 000.

Employment liability 10 000 000.

Public liability 10 000 000.

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if requirements are met: (b) a list of the principal deliveries effected or the main services provided in the past three years, with the sums, dates and recipients, whether public or private, involved. Evidence of delivery and services provided shall be given: - where the recipient was

a contracting authority, in the form of certificates issued or countersigned by the competent authority, - where the recipient was a private purchaser, by the purchaser's certification or, failing this, simply by a declaration by the economic operator;

(e) where the products or services to be supplied are complex or, exceptionally, are required for a special purpose, a check carried out by the contracting authorities or on their behalf by a competent official body of the country in which the supplier or service provider is established, subject to that body's agreement, on the production capacities of the supplier or the technical capacity of the service provider and, if necessary, on the means of study and research which are available to it and the quality control measures it will operate;

(f) the educational and professional qualifications of the service provider or contractor and/or those of the undertaking's managerial staff and, in particular, those of the person or persons responsible for providing the services or managing the work;

(h) a statement of the average annual manpower of the service provider or contractor and the number of managerial staff for the last three years;

(i) a statement of the tools, plant or technical equipment available to the service provider or contractor for carrying out the contract;

Most economically advantageous tender will be chosen.

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:**

No.

SECTION IV: PROCEDURE

IV.1) **TYPE OF PROCEDURE**

IV.1.1) **Type of procedure:**

Restricted.

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

Objective criteria for choosing the limited number of candidates: Quality 70 % and Price 30 %.

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:

Price. Weighting: 30.

Compliance. Weighting: 20.

Appropriate qualified staff. Weighting: 10.

Track record of successful delivery of similar grant funded projects. Weighting: 10.

Proximity to Clients. Weighting: 10.

Experience of working with hard to engage young people aged 14-19. Weighting: 20.

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: 23.2.2009 - 12:00.
Payable documents: no.
- IV.3.4) **Time-limit for receipt of tenders or requests to participate:**
2.3.2009 - 12:00.
- IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates:**
10.3.2009.
- 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:**
Date: 21.3.2009 - 12:00.

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:**
- VI.3) **ADDITIONAL INFORMATION:**
GO reference: GO 09013003/01.
- 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:**
29.1.2009.