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Tender

## **DWP Estates Integrator Services**

Department for Work and Pensions

F02: Contract notice

Notice identifier: 2021/S 000-004883

Procurement identifier (OCID): ocds-h6vhtk-029a84

Published 10 March 2021, 10:56pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department for Work and Pensions

Caxton House, Tothill Street, Westminster

London

SW1H 9NA

#### **Email**

[cdestates.categoryteam@DWP.GOV.UK](mailto:cdestates.categoryteam@DWP.GOV.UK)

#### **Telephone**

+44 1132327010

#### **Country**

United Kingdom

## **NUTS code**

UK - UNITED KINGDOM

## **Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://dwp.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dwp.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

## **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

## **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

DWP Estates Integrator Services

#### **II.1.2) Main CPV code**

- 70330000 - Property management services of real estate on a fee or contract basis

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Services required are:

- System provision and integration: across supply chain systems, the Integrator shall support operational and strategic DWP Estates management by providing the required IT system, application hosting, implementation, training support and security for the management of the Services.
- Helpdesk and Work Order management: the Integrator shall provide a Helpdesk facility, which shall be the single point of contact for all DWP end-users in relation to all workplace, property and FM related service requests. This shall include the end-to-end management of planned, condition based, reactive, statutory, periodic or billable ad hoc works, maintenance projects including scheduling and any other work orders relating to the occupation of property. To facilitate this, the Integrator shall be responsible for maintaining a master asset register and master PPM schedule (together the Asset Management Services). The Integrator shall manage the asset change request process providing a holistic view and intelligence across the DWP Estate and DWP Estates supply chain.
- Data, analytics and MI reporting: the Integrator shall provide a comprehensive and flexible reporting solution to cover the functional, operational and strategic aspects of managing DWP's Estate and its Supply Chain.
- Finance & Cost management: the Integrator shall provide the Authority with management information, including cost and financial reporting, through the integration, aggregation and verification (cost audit automation and cross sectional data checks) of the Authority supply chain data.

- Supply Chain Transition: the Integrator shall support the Authority in the design, tender, mobilisation and exit of new supply chain members as required, specific to the systems interfaces and the Integrator's services.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 79410000 - Business and management consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UK - UNITED KINGDOM

### **II.2.4) Description of the procurement**

DWP will be conducting this procurement in accordance with the Public Contracts Regulations 2015 (as amended).

More specifically DWP will be utilising the "Competitive Procedure with Negotiation" (CPN) procurement procedure.

The full suite of tender documentation, including specification and specific details of the "Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link:

<https://dwp.bravosolution.co.uk/web/login.shtml>

Please note that in accordance with the "Competitive Procedure with Negotiation" procedure that DWP reserves the right to award to the contact at ITT stage. This is in accordance with Regulation 29 of the Public Contracts Regulations 2015.

The minimum requirements for this procurement are as follows:

Under regulation 29 of the 2015 Regulations, the Authority is required to specify which

elements of its requirements in relation to the Services constitute the "minimum requirements" to be met by all Initial Tenders. For these purposes, the "minimum requirements " are set out below:-

## INDEPENDENCE

(a) The successful Potential Supplier shall provide an independent, impartial and transparent view of performance from each of the Authority's Supply Chain Members; including adherence and compliance to statutory and contractual obligations, operational quality and standards, customer experience/satisfaction and overall cost efficiency. In particular, the successful Potential Supplier will be required to meet the requirements set out in clauses 5.13-5.17 (Independence, Conflicts of Interest and Proscribed Conduct) of the Integrator Agreement.

(b) Notwithstanding sub-paragraph (a) above, the Authority is prepared to remove some or all of the restrictions imposed under clause 5.15 of the Integrator Agreement to allow the successful Potential Supplier to become the Authority Supply Chain Member responsible for the provision of the Estates Programme Management services.

## HELPDESK AND WORK ORDER MANAGEMENT

(a) As detailed in Schedule 2.1C of the Statement of Requirements (Helpdesk and Work Order Management) the Supplier shall provide a "Helpdesk Solution" that will

(i) play a key role in the management and maintenance of all services across the Authority Estate by acting as an interface for all building users to request reactive maintenance or support and raise any workplace, property, security and FM-related issues and queries; and

(ii) operate as both strategic management and quality monitoring tool and be the focus and key interface for all day-to-day operational activities across all aspects of Estates services.

(b) The Supplier shall also provide a proactive and efficient Work Order Management service that provides integration between building users, the Authority and the Authority Supply Chain Members to support the management of the Authority Estate and Authority Estate services.

## SYSTEMS and DATA

(a) The Supplier shall provide a System(s) Solution with configuration, suitable for recording comprehensively, accurately, and securely all Authority Estate, Asset- and Site-specific condition data and the generation, allocation, planning, implementation, and completion of all services required to operate the Authority Estate effectively.

(b) The System(s) Solution should provide three core components:

- (i) a helpdesk, work order management and cost/finance component
- (ii) a Data & Reporting component allowing a single view of the Authority Estate to the Authority and End Users
- (iii) an Integration component to ensure seamless, timely and accurate data transfer between the Supplier, the Authority and the Authority Supply Chain Members' systems.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £49,720,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

84

This contract is subject to renewal

No

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

The full suite of tender documentation, including specification and specific details of the

"Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link:

<https://dwp.bravosolution.co.uk/web/login.shtml>

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

DWP reserves the right to extend the contract by two further years from the initial 5 year period. The form of the two further years shall be 1 year plus 1 year.

### **II.2.13) Information about European Union Funds**

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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

More specifically DWP will be utilising the "Competitive Procedure with Negotiation" (CPN) procurement procedure.

The full suite of tender documentation, including specification and specific details of the "Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link:

<https://dwp.bravosolution.co.uk/web/login.shtml>

### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **III.2) Conditions related to the contract**

### **III.2.2) Contract performance conditions**

More specifically DWP will be utilising the "Competitive Procedure with Negotiation" (CPN) procurement procedure.

The full suite of tender documentation, including specification and specific details of the "Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link:

<https://dwp.bravosolution.co.uk/web/login.shtml>

### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

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

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

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

#### **IV.1.5) Information about negotiation**



The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 207-506321](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 April 2021

Local time

12:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

26 April 2021

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 31 March 2022

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: Yes

### VI.3) Additional information

Suppliers Instructions:

How to Express Interest in this Tender:

1. Register on the eSourcing portal (this is only required once):

<https://dwp.bravosolution.co.uk> & click the link to register - Accept the terms & conditions & click 'continue' - Enter your correct business & user details - Note your chosen username & click 'Save'. You will receive an email with your password (keep this secure)

2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'SQ's / ITTs Open To All Suppliers' link. (These are Selection Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant exercise to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the SQ /ITT into your 'My SQs/ My ITTs' page. (A secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'SQ/ ITT Details' box

3. Responding to the tender - Click 'My Response' under 'SQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion. Follow the onscreen instructions to complete the SQ/ ITT - There may be a mixture of online & offline actions to complete (detailed online help available). To submit your reply use the 'Submit Response' button (top of the page).

For further assistance please consult the online help, or the eTendering help desk.

DWP expressly reserves the rights(i)to use a reverse auction; (ii)to cancel this procurement at any stage; (iii)to not award any contract as a result of the procurement process commenced by publication of this notice; (iv)and in no circumstances will DWP be liable for any costs incurred by potential suppliers.

### VI.4) Procedures for review

#### VI.4.1) Review body

High Court

Strand

London

WC2A 2LL

Country

United Kingdom