

UK-London: miscellaneous services

2007/S 22-026372

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

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

Department for Culture, Media and Sport (lead authority - for full details, see VI.3 (Additional Information)), 2-4 Cockspur Street, Contact: DCMS, Attn: Patrick Brown, UK-London SW1Y 5DH . Tel. 020 7211 6469. E-mail: dshs@culture.gsi.gov.uk. Fax 020 7211 6339.

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:

Ministry or any other national or federal authority, including their regional or local sub-divisions.
Recreation, culture and religion.

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:

UK-UK & Isle of Man: digital switchover help scheme.

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: UK and the Isle of Man.

II.1.3) The notice involves:

II.1.4) Information on framework agreement:

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

As part of the planning for the process for ending analogue transmissions of television broadcasting services in the UK and replacing them with digital transmissions ('Digital Switchover'), the Contracting Authority is seeking to enter into one or more contracts for the provision of a Digital Switchover Help Scheme ('DSHS') to those who may need practical help with the switch to digital TV. The DSHS will cover those aged 75 and over, the severely disabled and those that are registered blind or partially sighted. It should be noted that the criteria for eligibility to receive assistance under the DSHS are subject to change.

The DSHS will be provided in two distinct phases as follows:

1. The flagship project covering switchover in Whitehaven (Cumbria) commencing in October 2007 (known as 'Whitehaven'). Whitehaven will be awarded as one lot (Lot 1) to a single supplier required to provide a managed service covering the complete customer proposition. The contract relating to this phase is expected to commence in June 2007 and is expected to end in December 2007.

2. The main phased switchover process across the UK and the Isle of Man between 2008 and 2012 (known as the 'Main Scheme'). The Main Scheme will be awarded as 2 lots:

(a) Main Scheme - Customer Contact and Fulfilment (Lot 2); and

(b) Main Scheme - Equipment Supply and Installation (Lot 3).

The contract(s) relating to Lots 2 and 3 are expected to commence in 2007 and are expected to end in 2013.

Lot 1, 2 and 3 may be awarded to one or more suppliers. The Contracting Authority's preference would be for Lots 2 and 3 (i.e. the contracts for the Main Scheme) to be awarded to a single supplier. However, the Contracting Authority reserves the right to award separate contracts for each of Lots 2 and 3.

The Contracting Authority may award contract(s) to a company or companies acting on their own behalf or to a consortium or consortia, or to a combination of both.

Bidders must submit a Pre-Qualification Questionnaire, which is available on the DCMS website

(www.culture.gov.uk & follow path to Media Services, Digital Switchover)

More information on the Digital Switchover Help Scheme can be found in the Pre-Qualification Questionnaire and at:

http://www.digitaltelevision.gov.uk/pdf_documents/publications/2006/Core_Receiver_Requirements.pdf

Miscellaneous services. Call centre. Advertising and marketing services. Television equipment. Repair and maintenance services of television equipment. Installation services of television equipment.

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

93000000, 74831120, 74400000, 32324300, 50341000, 50931200.

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

Yes.

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

Yes.

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

Yes.

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

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

Total quantity or scope:

Lot 1 (Whitehaven): 600 000 GBP - 1 000 000 GBP

Lot 2 (Main Scheme - Customer Contact, Management and Fulfilment): 120 000 GBP-135 000 000 GBP

Lot 3 (Main Scheme - Equipment Supply and Installation): 460 000 000 GBP-510 000 000 GBP.

This assumes a degree of fee income. It is anticipated that the net value of the contract is in excess of between 400 000 000 GBP and 500 000 000 GBP.

II.2.2) **Options:**

Yes.

Description of these options: Yes see II.1.5.

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

Starting: 1.6.2007. Completion: 31.12.2013.

INFORMATION ABOUT LOTS

LOT NO 1

TITLE: UK-UK & Isle of Man: digital switchover help scheme

1) **SHORT DESCRIPTION:**

1) SHORT DESCRIPTION: Provide a managed service for the Digital Switchover in Whitehaven (Cumbria). This lot is a complete customer proposition and will include:

I. Customer Contact, Management and Fulfilment and;

II. Equipment Supply and Installation.

I. Customer Contact, Management and Fulfilment

Digital UK will be responsible for generic communications (raising awareness of and explaining the DSHS to the general population as well as those eligible under the DSHS) relating to the DSHS. The successful supplier will develop, implement and deliver targeted communications to the general public and relevant organisations relating to the DSHS, liaising with digital UK as appropriate. Digital UK is the not for profit, independent company that has been set up by the UK public service broadcasters (the BBC, itv, Channel 4, five S4C and Teletext) and the two commercial multiplex operators (SDN and NGW) to lead the Government's policy of digital switchover and provide impartial information on what people need to do to prepare for digital switchover and when they need to do it. More information on Digital UK can be found at www.digitaluk.co.uk. Manage both known (those who have been identified as eligible for assistance under the DSHS) and unknown (those who have not been identified as eligible for assistance under the DSHS) customers through a contact centre capable of handling all forms of contact i.e. web based communication, telephone calls and letters and tracking customers on a UK wide basis as they are assisted through the DSHS. The contact centre will need to meet technical and security requirements agreed with the Department for Work and Pensions (DWP) to hold securely social security information that may be provided by the DWP under provisions contained in the Digital Switchover (Disclosure of Information) Bill currently going through Parliament or provided by the DWP with the consent of the customer.

II. Equipment Supply and Installation

Supply and install the necessary digital equipment and/or upgrade/replace or install external antenna where necessary. Equipment should meet the Core Receiver Requirements as far as is practical and in line with corresponding timescales. Core Receiver Requirements can be found at

www.digitaltelevision.gov.uk/pdfdocuments/Publications/2006/Core_Receiver_Requirements.pdf

2) COMMON PROCUREMENT VOCABULARY (CPV):

Main: 93000000-8

Additional: 74831120-0, 74400000-3, 74831120-0, 74831120-0, 32324300-3, 50341000-7, 50931200-2

3) QUANTITY OR SCOPE: The anticipated number of households who will utilise the DSHS in Whitehaven is approximately 6 000.

4) INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR

STARTING/COMPLETION: See Section II.3 above.

5) ADDITIONAL INFORMATION ABOUT LOTS

Equipment Supply and Installation Although the DSHS is platform neutral, one of the critical aspects of the DSHS is the provision of the digital equipment to those wishing to opt for Digital Terrestrial Television (DTT) set

top box. Therefore, the successful supplier for Whitehaven will be required to have ready for distribution a supply of equipment at contract commencement date that meets as far as is practicable the Core Receiver Requirements in preparation for switchover in Whitehaven. The Contracting Authority reserves the right to source the equipment separately (or have the equipment sourced separately on its behalf) if this is not achievable. In the event of this, the successful supplier will be required to work with the chosen equipment supplier. Miscellaneous services. Call centre. Advertising and marketing services. Call centre. Television equipment. Repair and maintenance services of television equipment. Installation services of television equipment.

2) **COMMON PROCUREMENT VOCABULARY (CPV):**

93000000, 74831120, 74400000, 74831120, 32324300, 50341000, 50931200.

3) **QUANTITY OR SCOPE:**

The anticipated number of households who will utilise the DSHS in Whitehaven is approximately 6 000.

Estimated cost excluding VAT:

Range: between 600 000 and 1 000 000 GBP.

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION:**

Starting: 1.6.2007 Completion: 31.12.2007.

5) **ADDITIONAL INFORMATION ABOUT LOTS:**

LOT NO 2

TITLE: UK-UK & Isle of Man: digital switchover help scheme

1) **SHORT DESCRIPTION:**

1) SHORT DESCRIPTION: a. Digital UK will be responsible for generic communications (raising awareness of and explaining the DSHS to the general population as well as those eligible under the DSHS) relating to the DSHS. The successful supplier will develop, implement and deliver targeted communications to the general public and relevant organisations relating to the DSHS, liaising with digital UK as appropriate. b. Manage both known (those who have been identified as eligible for assistance under the DSHS) and unknown (those who have not been identified as eligible for assistance under the DSHS) customers through a contact centre capable of handling all forms of contact i.e. web based communication, telephone calls and letters and tracking customers on a UK wide basis as they are assisted through the DSHS. The contact centre will need to meet technical and security requirements agreed by the Department for Work and Pensions (DWP) to hold securely social security information that may be provided by the DWP under provisions contained in the Digital Switchover (Disclosure of Information) Bill currently going through Parliament or provided by the DWP with the consent of the customer.

2) **COMMON PROCUREMENT VOCABULARY (CPV):**

74400000, 74831120.

3) **QUANTITY OR SCOPE:**

The anticipated number of households who will utilise the DSHS under the Main Scheme is approximately 4 700 000.

Estimated cost excluding VAT:

Range: between 120 000 000 and 135 000 000 GBP.

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION:**

Starting: 1.6.2007 Completion: 31.12.2013.

5) **ADDITIONAL INFORMATION ABOUT LOTS:**

LOT NO 3

TITLE: UK-UK & Isle of Man: digital switchover help scheme

1) **SHORT DESCRIPTION:**

Supply and install the necessary digital equipment and/or upgrade/replace or install external antenna where necessary. For the Main Scheme equipment should meet the Core Receiver Requirements. These are available at www.digitaltelevision.gov.uk/pdf_documents/publications/2006/Core_Receiver_Requirements.pdf Television equipment. Repair and maintenance services of television equipment. Installation services of television equipment.

2) **COMMON PROCUREMENT VOCABULARY (CPV):**

32324300, 50341000, 50931200.

3) **QUANTITY OR SCOPE:**

The successful supplier will be required to ensure all eligible customers who opt for a DTT (Digital Terrestrial Television) set top box are provided with the necessary equipment. Where necessary, this will include installation, repair and aftercare. In addition to DTT set top boxes, the DSHS should offer those eligible for assistance under the DSHS a choice of integrated Digital Television (iDTV) or Personal Video Recorder (PVR) from the DSHS (for which they will have to pay more).

Estimated cost excluding VAT:

Range: between 460 000 000 and 510 000 000 GBP.

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION:**

Starting: 1.6.2007 Completion: 31.12.2013.

5) **ADDITIONAL INFORMATION ABOUT LOTS:**

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

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

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

Deposits, Guarantees or other forms of security may be required.

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

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

The Contracting Authority is seeking a private sector supplier or suppliers to deliver the services. The Contracting Authority reserves the right to require a grouping of suppliers to take a particular legal form or to require a single supplier to take primary liability or to require that each party undertakes joint and several liability.

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

Yes.

This contract will involve the sharing of personal data which will be subject to statutory requirements and detailed contractual provisions. It is intended that ability to comply with these data sharing requirements will comprise part of the tender evaluation. Further details will be set out in the Invitation to Participate in Dialogue.

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: In order for applications to be considered, a Pre-Qualification Questionnaire which is available on the DCMS website (www.culture.gov.uk and follow link to media services, digital switchover) and must be completed by all bidders.

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

Information and formalities necessary for evaluating if requirements are met: Please see Pre-Qualification Questionnaire.

Minimum level(s) of standards possibly required: Please see Pre-Qualification Questionnaire.

III.2.3) **Technical capacity:**

Information and formalities necessary for evaluating if requirements are met: Please see Pre-Qualification Questionnaire.

III.2.4) **Reserved contracts:**

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

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

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:**

Objective criteria for choosing the limited number of candidates: The Contracting Authority will evaluate the information provided by bidders in response to the pre-qualification questionnaire to determine which bidders will be invited to participate in the Competitive Dialogue. Objective Criteria are set out in the Pre-Qualification Questionnaire available from the DCMS website www.culture.gov.uk follow path to Media Services, Digital Switchover.

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:**

Yes.

The Contracting Authority reserves the right to carry out an Electronic Reverse Auction where it is considered appropriate.

IV.3) ADMINISTRATIVE INFORMATION

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

D3 670.

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

No.

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:

28.2.2007 - 12:00.

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates:

14.3.2007.

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:

Section I.1 Contracting Authority: The DCMS is acting as lead authority on behalf of itself and the British Broadcasting Corporation (BBC). The final contractual and delivery structure for this project (each lot) is still to be finalised and may involve award of the contract by:

(1) The British Broadcasting Corporation (the BBC) and/or

(2) A company in respect of which one or more of the following hold at least 51 % of the issued ordinary share capital or possess at least 51 % of the voting rights:

a. The BBC

b. The Secretary of State for the Department for Culture Media and Sport (DCMS)

c. A nominee of the BBC or the DCMS

and/or (3) Any person engaged by the BBC, the DCMS or a company as described in (2).

Section II.1.9: Variants will be accepted provided that they meet the core requirements of the project as detailed in the tender documents to be issued by the contracting authority

Section II.2.2: Information and formalities necessary for evaluating if requirements are met. In order for applications to be considered, a Pre-Qualification Questionnaire which is available on the DCMS website (www.culture.gov.uk and follow link to media services, digital switchover) must be completed by all bidders by the date and time specified in IV.3.4

General notes: The Contracting Authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documentation must be priced in sterling and all payments will be made in sterling. All contracts awarded under this notice will be subject to English Law. The

Contracting Authority does not bind itself to accept the lowest or any tender, and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

Open Supplier Briefing: In addition to the information provided in the Pre-Qualification Questionnaire, prospective suppliers are invited to an Open Supplier Briefing on Friday 2.2.2007. The purpose of this briefing will be to: Provide further information about DSHS requirements, provide an opportunity to meet other suppliers, discuss questions suppliers may have in relation to the DSHS strategy. Please respond to the invitation to the open supplier briefing, available at www.digitaltelevision.gov.uk/publications/ojeu.htm.

Information provided at the open day, including answers to questions raised on the day, will also be available on the project website.

GO reference: GO 07013002/01.

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: The Contracting Authority will incorporate a minimum 10 calendar day standstill period at the time that information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Applicants have 2 clear working days from the notification of the award decision to request additional debriefing and that information has to be provided a minimum of 3 working days before the expiry of the standstill period. Such additional information should be required according to the notice. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2006 (SI 2006 No 5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly (and at any event within 3 months). Where a contract has not been entered into the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into the Court may only award damages. The purpose of the standstill period referred to above is to allow parties to apply to the Courts to set aside the award decision before the contract is entered into.

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

VI.5) DATE OF DISPATCH OF THIS NOTICE:

30.1.2007.