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**United Kingdom-London: Services furnished by business, professional and specialist organisations
2013/S 168-291980**

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

London Borough of Barnet
North London Business Park, Oakleigh Road South
For the attention of: Susan Lowe
London
UNITED KINGDOM
Telephone: +44 2083397212
E-mail: susan.lowe@barnet.gov.uk

Internet address(es):

General address of the contracting authority: www.barnetsourcing.co.uk
Address of the buyer profile: www.barnetsourcing.co.uk

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

New Support and Customer Support Organisation.

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

Services

Service category No 11: Management consulting services [6] and related services

Main site or location of works, place of delivery or of performance: London.

NUTS code UKI21

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

II.1.4) Short description of the contract or purchase(s)

Services furnished by business, professional and specialist organisations. Information systems. Financial and insurance services. Corporate finance and venture capital services. Financial consultancy services. Real estate services. Development services of real estate. Development of residential real estate. Development of non-residential real estate. Residential property services. Non-residential property services. Energy-management services. Building services. Building consultancy services. Building services consultancy services. Construction-

related services. Construction management services. Construction project management services. IT services: consulting, software development, Internet and support. Information technology services. Information systems or technology strategic review services. Project management consultancy services. Document management services. Provision of services to the community. Benefit services. Miscellaneous business and business-related services. Customer services. Customer-care services. Financial management consultancy services. Human resources management consultancy services. Procurement consultancy services. Project-management services other than for construction work. Building and facilities management services. Facilities management services. Business organisation services

The London Borough of Barnet is seeking to appoint a Strategic Partner, whether that would be a single bidder or a consortium, to manage various support and customer services functions under a partnership arrangement. This is to enable the council to meet its objective of service transformation and innovation to match customer need whilst ensuring business as usual activities are not compromised. The grouping of Barnet Council's support and customers services provides the borough with the opportunity to create a truly citizen-centric council. It provides partners with the opportunity to work innovatively with a forward thinking public sector body. Remodelling support services delivery will provide improved services to internal and external customers. It will ensure the sustainability of the services in the light of a changing customer base due to the One Barnet programme and central government funding. Barnet has been at the forefront of personalising services and the delivery of customer services is key to providing customers and residents with a positive experience of dealing with the council delivering a citizen centred council and developing deep insight as the basis for future commissioning decisions. The services in scope are as follows: o Procurement o Customer Services o Estates (Asset Management, Building Services, Property Services) o Finance o Human Resources o Information Systems o Revenue and Benefits The function of major project management, currently carried out predominantly through the Corporate Programmes Team, is also in scope for delivery by a provider. This partnership is intended to run for approximately 10 years with the option to extend for a further 5 years and will be procured through the use of competitive dialogue process. Potential providers are requested to express an interest to the following email address: onebarnet.procurement-nscso@barnet.gov.uk. In this email you will need to include the full name of organisation, contact name, contact email address, contact telephone number and confirm your intention. Upon receipt of your email the pre-qualification questionnaire and supporting documents will be sent out to you. You will also be given a unique reference number for your expression of interest which should be used on all correspondence with the council through the email address already indicated and to ensure you quote the unique reference number within the subject line. The Potential providers will also be invited to attend a market day week commencing 4.7.2011(exact date and time to be confirmed).

II.1.5) **Common procurement vocabulary (CPV)**

98110000, 48810000, 66000000, 66122000, 66171000, 70000000, 70110000, 70111000, 70112000, 70331000, 70332000, 71314200, 71315000, 71315200, 71315210, 71540000, 71541000, 72000000, 72222300, 72222100, 72224000, 72512000, 75200000, 75310000, 79900000, 79342300, 79342320, 79412000, 79414000, 79418000, 79421000, 79993000, 79993100, 79996000, 71500000

II.1.6) **Information about Government Procurement Agreement (GPA)**

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s)**

Value: 456 000 000 GBP

Excluding VAT

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**
competitive dialogue

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of

1. Meeting Council Strategic Objectives. Weighting 14

2. New Relationship with Citizens. Weighting 18

3. Service Delivery. Weighting 28

4. Financial & Commercial. Weighting 40

IV.2.2) **Information about electronic auction**

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority**
50353

IV.3.2) **Previous publication(s) concerning the same contract**
Contract notice
Notice number in the OJEU: [2011/S 117-193616](#) of 21.6.2011

Section V: Award of contract

Contract No: 1

Lot No: 1 - Lot title: New Support and Customer Support Organisation

V.1) **Date of contract award decision:**
5.8.2013

V.2) **Information about offers**
Number of offers received: 2

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**
Capita Business Services Limited
71 Victoria Street
SW1H 0XA Westminster
UNITED KINGDOM
E-mail: natasha.dodds@capita.co.uk
Telephone: +44 2077991525
Internet address: www.capita.co.uk

V.4) **Information on value of contract**
Total final value of the contract:
Value: 456 000 000 GBP
Excluding VAT
If annual or monthly value:
Number of years: 10

V.5) **Information about subcontracting**

Section VI: Complementary information

VI.1) **Information about European Union funds**

VI.2) **Additional information:**
The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out

for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender.

It is the authority's view that the Acquired Rights Directive 2001/23/EC and/or the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) is likely to apply

The London Borough of Barnet is currently anticipating that one or more of the following contracting authorities (and their statutory successors and organisations created as a result of reorganisation or organisational changes) may wish to join this procurement.

- Barnet PCT,
- any GP consortia to be established in the Barnet or adjacent area(s),
- bodies with responsibility for education and/or educational facilities in Barnet and adjacent areas including but not limited to:
 - voluntary aided schools (and their governing bodies),
 - academies established or to be established within Barnet and adjacent areas,
 - Diocesan authorities and trustees.
- Third Sector bodies.

The contracting authority wishes to discuss with potential providers a range of delivery options for the services. Potential providers will be expected to consider a range of delivery options, including companies limited by shares/guarantees, LLPs or other emerging models. Given the aspirations of the Authority for the partnership, as part of the dialogue process, tenderers may also be requested to consider growth models for the partnership with the view to grow it on an incremental basis (at the discretion of the Authority).

The contract will be for 10 years with the option to extend for a further 5 years starting from the date on which the services commence. GO Reference: GO-2011616-PRO-2432417.

(MT Ref:108145)

VI.3) Procedures for appeal

VI.3.1) Body responsible for appeal procedures

Royal Courts of Justice
Strand
WC2A 2LL London
UNITED KINGDOM
Telephone: +44 2079476000

Body responsible for mediation procedures

Royal Courts of Justice
Strand
WC2A 2LL London
UNITED KINGDOM
Fax: +44 2079476000

VI.3.2) Lodging of appeals

VI.3.3) Service from which information about the lodging of appeals may be obtained

VI.4) Date of dispatch of this notice:

28.8.2013