

United Kingdom-Doncaster: Helpdesk and support services

OJ S 6/2019 09/01/2019

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Rotherham, Doncaster and South Humber NHS FT

Postal address: Holly Lodge, Tickhill Road Site, Tickhill Road

Town: Doncaster

NUTS code: UK United Kingdom

Postal code: DN4 8QP

Country: United Kingdom

Contact person: Miss Lynne Beedle

E-mail: lynne.beede1@nhs.net

Telephone: +44 1302796119

Fax: +44 1302796109

Internet address(es):Main address: www.rdash.nhs.ukAddress of the buyer profile: www.rdash.nhs.uk**I.3. Communication**

Access to the procurement documents is restricted. Further information can be obtained at:

<https://procontract.due-north.com>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com>**I.4. Type of the contracting authority**

Other type: NHS FT

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Provision of a IT Help Desk (Service Desk) For Rotherham Doncaster and South Humber NHS FT

Reference number: DN385732

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3.

Type of contract

Services

II.1.4. Short description

For the provision of an IT Service Desk.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

The health informatics department has reviewed its current service desk toolset (BMC Track-IT) to determine if it is fit for purpose to meet the future requirements of the department, the Trust as a whole and the external partners that health informatics department support. After the review, it has been recommended and approved that the toolset is replaced with an integrated service management system.

Major aims of the Integrated service management system will be to save Trust staff time whilst requesting IT and other corporate services functions, such as HR and Training, reducing the number of contacts required and implementing automated workflows.

It is acknowledged that increasing the departments alignment to the ITIL framework is essential for the department to cope with the demands of becoming increasingly efficient and providing increasing value to the Trust and our external customers. Further adopting and strengthening ITIL processes is a key work stream contained within the RDaSH ICT Work Programme Schedule which is designed to deliver the Information Communication and Technology Strategy 2016 – 2021. Replacing the current tool set is seen as key requirement to achieve this.

Below is a list (not exhaustive) of some of the key feature that the system should be able to deliver Self Help Portal (Including IT, HR, Estates, etc.)

- workflow or process engine,
- integrated configuration management database,
- discover/deployment/licensing technology/Asset Management,
- business Integration,
- event management module,
- incident management module,
- request fulfilment module,
- problem management module,
- release management module,
- access management module,
- integrated known error database,
- active directory integration,
- phone/tablet apps),
- ability to manage multiple SLA's,
- CRM — Customer Relationship Management,
- phone system integration,
- reporting – custom,
- reporting – scheduled.

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

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

Duration in months: 36

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

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

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

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

Date: 01/02/2019 Local time: 12:00

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

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

English

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rotherham Doncaster and South Humber NHS FT

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Town: Doncaster
Postal code: DN3 3TS
Country: United Kingdom
E-mail: lynne.beedle1@nhs.net
Telephone: +44 1302796119
Internet address: <https://www.rdash.nhs.uk>

VI.5. Date of dispatch of this notice

07/01/2019