

United Kingdom-Norwich: Administrative healthcare services

OJ S 15/2019 22/01/2019

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS North Norfolk Clinical Commissioning Group

National registration number: na

Postal address: Lakeside 400 Broadland Business Park, Old Chapel Way, Thorpe St Andrews

Town: Norwich

NUTS code: UKH16 North and West Norfolk

Postal code: NR7 0WG

Country: United Kingdom

Contact person: David Bailey

E-mail: david.bailey1@nhs.net**Internet address(es):**Main address: <http://www.northnorfolkccg.nhs.uk/>Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/68205>**I.1. Name and addresses**

Official name: NHS South Norfolk Clinical Commissioning Group

Postal address: Lakeside 400, Broadland Business Park, Old Chapel Way, Thorpe St Andrews

Town: Norwich

NUTS code: UKH17 Breckland and South Norfolk

Postal code: NR7 0WG

Country: United Kingdom

E-mail: david.bailey1@nhs.net**Internet address(es):**Main address: <http://www.southnorfolkccg.nhs.uk/>Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/68205>**I.2. Information about joint procurement**

The contract involves joint procurement

I.3. CommunicationThe procurement documents are available for unrestricted and full direct access, free of charge, at: https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=26980&B=OGC

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=26980&B=OGC

Tenders or requests to participate must be submitted to the abovementioned address

I.4.

Type of the contracting authority

Body governed by public law

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

North Norfolk CCG Referral Management Service (RMS)

Reference number: AGEMCSU/TRANS/19/636

II.1.2. Main CPV code

75122000 Administrative healthcare services

II.1.3. Type of contract

Services

II.1.4. Short description

NHS Norfolk CCG and NHS South Norfolk CCG seek to procure a referral management service.

The objectives of this service cover 3 areas of activity: referral management, supporting practices, and supporting CCGs.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48814200 Patient-administration system, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 75100000 Administration services, 75112000 Administrative services for business operations, 79512000 Call centre, 79994000 Contract administration services

II.2.3. Place of performance

NUTS code: UKH17 Breckland and South Norfolk

NUTS code: UKH16 North and West Norfolk

II.2.4. Description of the procurement

NHS Norfolk CCG and NHS South Norfolk CCG seek to procure a referral management service.

The objectives of this service cover 3 areas of activity: referral management, supporting practices, and supporting CCGs.

The aims of this service are to:

- offer high quality referral service to all patients, regardless of ethnicity, language, gender, disability, sexual orientation, religious or personal circumstances, that allows patients to make an informed choice,
- support participating practices to deliver high quality Referral Management including general, cataracts and section b referrals,
- provide CCGs with timely and accurate information to assist the commissioning process,

- support practices in their referral decision making process and efforts to reduce referral variation through data that enables peer review, knowledge building and reflective practice,
- provide patients, referrers, and providers with clear communication within the agreed timeframes,
- support providers in meeting referral to treatment (RTT) targets by maintaining awareness of wait times and CCG decisions around wait times, and regular forwarding of referrals,
- support new or changes to service processes with referral management expertise at the request of CCGs.

Population covered:

The population covered by the service is specific to the type of referrals processed. In summary:

- general referrals will be for patients registered with the 19 North Norfolk and 8 South Norfolk practices referenced in the appendices,
- cataract referrals will be for patients registered with all practices within the North Norfolk and South Norfolk CCG areas,
- POLCV Section B referrals will be for patients registered with all practices in the North Norfolk and South Norfolk CCG areas.

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

Start: 01/10/2019 End: 30/09/2024

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: yes

Description of options:

Option to extend the contract for an additional 2 years.

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

Other practices registered in South Norfolk CCG will be offered the opportunity to opt in to the referral management services.

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:

All professional and/or trade registrations is specified within the tender documentation.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Financial standing requirements for the Procurement are outlined within Document 1 — ITT Process Overview, Section 9.4 Financial Standing.

Minimum level(s) of standards possibly required:

Financial standing requirements for the Procurement are outlined within Document 1 — ITT Process Overview, Section 9.4 Financial Standing.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

All technical capacity and its evaluation criteria are specified within the tender documentation.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open 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: yes

IV.2. Administrative information

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

Date: 18/02/2019 Local time: 17:00

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

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

Tender must be valid until: 01/10/2019

IV.2.7. Conditions for opening of tenders

Date: 18/02/2019 Local time: 17:00

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: Arden and GEM Commissioning Support Unit

Postal address: Cardinal Sqaure

Town: Derby

Postal code: DE1 3QT

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: Arden and GEM Commissioning Support Unit

Postal address: Cardinal Square

Town: Derby

Postal code: DE1 3QT

Country: United Kingdom

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Arden and GEM Commissioning Support Unit

Postal address: Cardinal Square

Town: Derby

Country: United Kingdom

VI.5. Date of dispatch of this notice

18/01/2019