

**UK-Harrow: business and management consultancy services**

OJ S 24/2012 04/02/2012

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: North West London Hospitals NHS Trust

Postal address: Room 010, Level 8B, Northwick Park Hospital, Watford Road

Town: Harrow

Postal code: HA1 3UJ

Country: United Kingdom

For the attention of: Sue Edwards, Head of Procurement

E-mail: [tenders@nwlh.nhs.uk](mailto:tenders@nwlh.nhs.uk)

Telephone: +44 2088693821

Fax: +44 2088692983

**Internet address(es):**General address of the contracting authority: <http://www.nwlh.nhs.uk>**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Health

**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**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Consultancy support for outpatient efficiency improvement.

**II.1.2. Type of contract and place of performance or delivery**

Services

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

Main site or place of performance: Northwick Park Hospital, Watford Road, Harrow HA1 3UJ, UNITED KINGDOM.

Central Middlesex Hospital, Acton Lane, Park Royal, London NW10 7NS, UNITED KINGDOM.

NUTS code UKI23 Outer London - West and North West

### **II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

### **II.1.4. Information about framework agreement**

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

The North West London Hospitals NHS Trust is seeking the services of a skilled professional team, on a contingency fee basis, to improve the performance of clinical specialities against Contracted new-to-follow-up ratios in the out-patient setting.

### **II.1.6. CPV code(s)**

79410000 Business and management consultancy services - LA16

### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **II.1.8. Lots**

This contract is divided into lots: no

### **II.1.9. Information about variants**

Variants will be accepted: no

## **II.2. Scope of the procurement**

### **II.2.1. Total quantity or scope**

The North West London Hospitals NHS Trust (NWLH) has started a programme focussed on creating a step-change improvement to the performance of clinical specialities against contracted new to follow up ratios in the out-patient setting.

NWLH now seeks to appoint an appropriately experienced consultancy partner to support its continuing programme efficiency improvement and transformation. This will entail:

- Conducting a combination of detailed analysis, live studies and prospective forecasting aimed at quantifying any financial opportunities and identifying the changes needed to realise these benefits,
- Engaging with local clinical and operational teams and agreeing with them that the benefits are realistic and deliverable,
- Developing a detailed, realistic and practical implementation plan to deliver the required changes through full engagement and buy-in of the local clinical and operational teams,
- Monitoring the results and outcomes, identifying and resolving challenges and ensuring actions are taken to realise the financial benefit,
- Producing the management approach and operational and organisational culture, supplemented by appropriate performance reporting to drive the organisation's decision making and problem solving, whilst ensuring that methodologies are locally owned and changes are sustained.

It is estimated that, to deliver the above programme, the requirement will be for a 12 month contract with the option to extend further, as appropriate.

NWLH is currently evaluating the benefit of merging with the Ealing Hospital NHS Trust (EHT) during 2012/13. Should this merger take effect, the Trust requires the option at its discretion to extend the work programme to cover EHT.

The contract price will be entirely via a contingent fee which will be applied to actual delivered and quantifiable financial benefits - i.e. there will be no other chargeable elements. Any coding changes carried out by the Trust will not be counted in the outcome measures of this contract.

### **II.2.2. Information about options**

Options: yes

Description of options: Option to extend the contract period for up to 24 months.

Option to extend the contract scope to cover Ealing Hospital NHS Trust should a merger between North West London hospital and Ealing Hospital NHS Trusts take effect.

### **II.2.3. Information about renewals**

This contract is subject to renewal: no

### **II.3. Duration of the contract or time limit for completion**

Duration in days: 12 (from the award of the contract)

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

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

Parent company or other guarantees may be required. Any such guarantees or bonds shall be governed by English law and subject to the exclusive jurisdiction of the courts of England and Wales.

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

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

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: A pre-qualification questionnaire will be sent out to all applicants after the closing date for expressions of interest setting out any requirements.

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: A pre-qualification questionnaire will be sent out to all applicants after the closing date for expressions of interest setting out any requirements.

#### **III.2.3. Technical and professional ability**

List and brief description of conditions:

A pre-qualification questionnaire will be sent out to all applicants after the closing date for expressions of interest setting out any requirements.

#### **III.2.4. Information about reserved contracts**

### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

#### **III.3.2. 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: no

## Section IV: Procedure

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### IV.1. Type of procedure

#### IV.1.1. Type of procedure

Restricted

#### IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 5: and Maximum number 10

#### IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

### IV.2. Award criteria

#### IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### IV.2.2. Information about electronic auction

An electronic auction will be used: no

### IV.3. Administrative information

#### IV.3.1. File reference number attributed by the contracting authority

2012/SE/OP

#### IV.3.2. Previous publication concerning this procedure

no

#### IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

#### IV.3.4. Time limit for receipt of tenders or requests to participate

9.3.2012 - 15:00

#### IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

#### IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

#### IV.3.7. Minimum time frame during which the tenderer must maintain the tender

#### IV.3.8. Conditions for opening of tenders

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.2. Information about European Union funds

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

### VI.3. Additional information

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: A minimum 10 calendar day standstill period will apply after notification to unsuccessful applicants of the award decision. The standstill period allows unsuccessful suppliers to challenge the award decision before it is implemented.

##### **VI.4.3. Service from which information about the review procedure may be obtained**

##### **VI.5. Date of dispatch of this notice**

3.2.2012