

United Kingdom-Leeds: Business and management consultancy and related services

OJ S 40/2014 26/02/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: National Health Service Commissioning Board

Postal address: Quarry House, Quarry Hill

Town: Leeds

Postal code: LS2 7UE

Country: United Kingdom

Contact person: <https://nhsbsa.bravosolution.co.uk/web/login.shtml>

For the attention of: Helen Whittle

Internet address(es):General address of the contracting authority: www.england.nhs.ukAddress of the buyer profile: www.england.nhs.uk/lpfElectronic access to information: <https://nhsbsa.bravosolution.co.uk/web/login.shtml>Electronic submission of tenders and requests to participate: <https://nhsbsa.bravosolution.co.uk/web/login.shtml>**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**

National or federal agency/office

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: yes

Official name: See Section VI.3 for further information on contracting authorities

Section II: Object of the contract

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

Framework Agreement for Commissioning Support Services.

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: Various locations throughout England.

NUTS code UK United Kingdom

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

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with several operators

Duration of the framework agreement

Duration in years: 04

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT:

Range: between 3 000 000 000 and 5 000 000 000 GBP

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

The NHS Commissioning Board (operating under the name NHS England) is looking to put in place a Framework Agreement for the provision of Commissioning Support Services.

The Framework is divided into the following Lots:

Lot 1 - End-to-end Commissioning Support Services including:

- Business Support Services;
- Healthcare Procurement and Provider Management;
- Service Transformation and Redesign;
- Communications and Patient and Public Engagement;
- Business Intelligence.

Lot 2 - Specialist Decision Support Services. This Lot is further divided into two Sub-lots as follows:

Lot 2A - Medicines Management and Optimisation.

Lot 2B - Individual Funding Request Case Management, Supporting the Commissioning of Continuing Healthcare and Funded Nursing Care.

For further information of the services included within each lot, see the relevant lot description.

II.1.6. CPV code(s)

79400000 Business and management consultancy and related services, 72250000 System and support services, 72212517 IT software development services, 48490000 Procurement software package, 72314000 Data collection and collation services, 79420000 Management-related services, 79416000 Public relations services, 85121100 General-practitioner services, 48482000 Business intelligence software package, 79414000 Human resources management consultancy services, 79994000 Contract administration services, 72600000 Computer support and consultancy services, 72224000 Project management consultancy services, 71317210 Health and safety consultancy services, 79600000 Recruitment services, 72221000 Business analysis consultancy services, 72316000 Data analysis services, 72245000 Contract systems analysis and programming services, 72212440 Financial analysis and accounting software development services, 79211000 Accounting services, 72415000 World wide web (www) site operation host services, 72246000 Systems consultancy services, 79412000 Financial management consultancy services, 85141220 Advisory services provided by nurses, 98200000 Equal opportunities consultancy services, 79400000 Business and management consultancy and related services, 72310000 Data-processing services, 72313000 Data capture services, 72222300 Information technology services, 79200000 Accounting, auditing and fiscal services, 72212482 Business intelligence software development services, 72240000 Systems analysis and programming services, 79410000 Business and management consultancy services, 79413000 Marketing management consultancy services, 79419000 Evaluation consultancy services, 79211110 Payroll management services, 72000000 IT

services: consulting, software development, Internet and support, 72700000 Computer network services, 79411000 General management consultancy services, 72322000 Data management services, 85149000 Pharmacy services, 79421000 Project-management services other than for construction work, 72220000 Systems and technical consultancy services, 75122000 Administrative healthcare services, 79999000 Scanning and invoicing services, 79418000 Procurement consultancy services, 85321000 Administrative social services

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: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

II.2.3. Information about renewals

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

Duration in months: 48 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: End-to-end Commissioning Support Services

1) Short description

Lot 1 - End-to-end Commissioning Support Services including but not limited to:

1. Business support services which includes but is not limited to;

1.1 Financial management and accounting.

Provision of strategic and operational financial management and accounting services, including but not limited to:

— financial modelling, planning, accounting, operations, reporting and analysis;

— management accounting, general accounting services, systems accounting and accounting service support;

— budget setting and control;

— systems management;

— cash management and forecasting;

— working capital and fixed asset management;

— VAT advisory and management services;

— specialist financial support;

— invoice payment and invoice query management; and

— supplies management including transactional procurement services.

1.2 Payroll services

Provision of payroll services including but not limited to:

— payroll processing;

— account management; and

— payroll administration.

1.3 HR services and organisational development

Provision of strategic and operational HR services. Services include but are not limited to:

- recruitment, selection, retention, development and departure management;
- employee administration;
- HR policy and process development;
- pension advice and administration;
- advice, implementation and compliance with HR legislation and standards;
- equality and diversity, employee well-being and Occupational Health services;
- talent management, performance management, job evaluation and leadership development;
- learning and development including statutory training requirements;
- change management, organisational design services;
- organisational development;
- workforce planning and management;
- remuneration services; and
- industrial relations.

1.4 Information and Communications Technology (ICT) services

Provision of ICT infrastructure, ICT support and strategic ICT services (including in a primary care setting). Services include but are not limited to:

- managed ICT infrastructure services including network services, storage & server management and asset and disposal management;
- disaster recovery services;
- managed data hosting;
- systems integration and interoperability;
- implementation and support of software solutions;
- service desk and desktop support;
- remote access services;
- registration authority (RA) and administration of access to clinical and business systems;
- clinical safety assurance services;
- print management;
- telephony and mobile device management;
- IT Strategy services (including support for development of strategic plans and strategy delivery, identification of best practice and market development, benefits testing and realisation);
- implementation and support to national programmes of work;
- programme and project management support;
- training; and
- access to specialist resource.

1.5 Corporate governance and risk

Provision of services for the smooth and compliant running of an organisation. Services include but are not limited to:

- business continuity planning, testing and resilience;
- compliance with information governance legislation;
- development and implementation of corporate governance and risk management frameworks;
- support in handling governance and risk issues;
- assurance and compliance services delivered within, and supporting progression beyond, legal and regulatory responsibilities across the customer organisation, including equality and diversity, health and safety, data protection and information governance advice;
- support to embed equality and diversity in practice, including through equality objective

setting, publishing equality information, equality analysis, training for staff and board members and equality impact assessments; and

— information governance to ensure confidentiality and integrity of information, data security and provision of information governance toolkits.

2. Healthcare procurement and provider management, which includes but is not limited to;

2.1 Healthcare procurement

Full provision of procurement support of NHS funded clinical services and/or social care services. Services include but are not limited to:

- the provision of strategic advice on healthcare procurement methodologies;
- the relevant technical infrastructure and provision of expert tactical resources to deliver a range of healthcare procurement options;
- implementation of end to end procurement service across the commissioning cycle;
- provision of access to specialist procurement expertise;
- expert advice and support to enable customers to operate within procurement regulatory requirements (for example the Public Services (Social Value) Act 2012); and
- engagement of relevant stakeholders throughout the procurement process.

2.2 Market analysis and development

Provision of market analysis and development services. Services include but are not limited to:

- analysis, benchmarking, mapping and scoping of health and social care markets;
- development of strategies for developing markets;
- supporting the development and implementation of market strategies; and
- increasing the number of providers (and the range of services offered by those providers) within local markets.

2.3 Contract requirement, definition and negotiation

Provision of contracting activities that enable the acquisition of high quality healthcare provision efficiently and effectively. Services include but are not limited to:

- the analysis of what services are needed, their scope and definition;
- providing technical advice on contract opportunities;
- negotiation/renegotiation of contracts on behalf of a customer; and
- identification and implementation of innovative commissioning models and approaches.

2.4 Contract and provider management

Provision of services to manage both contracts and providers to ensure better provision and value for money. Services include but are not limited to:

- proactive management of contract performance to ensure that performance measures are met and delivery is on target and to identify and address potential contract performance issues;
- ensuring that quality is maintained; and
- advice and practical support to tackle poorly performing contracts.

3. Transformation and service redesign which includes but is not limited to;

3.1 Research and analysis

Provision of research and analysis services that can operate across the commissioning system and health and social care markets. Services include but are not limited to:

- undertaking primary and secondary research using quantitative, qualitative and other evident methods;
- delivery of advice on policy development;
- economics analysis and other bespoke analytical services with the ability to translate the findings into a business plan, business case or other recommendations;
- use of variation data to identify priorities;
- use of service review techniques to identify opportunities for improvement and potential solutions and recommendations; and
- engagement with relevant stakeholders such as academic and research organisations.

3.2 Strategy and planning

Provision of strategy and planning services both locally and at scale to develop collaborative commissioning strategies including:

- 1) quality and improvement strategies;
- 2) primary care strategies;
- 3) strategic and operational plans;
- 4) small scale project planning;
- 5) business and / or commissioning planning.

Services include but are not limited to:

- development and use of strategy and planning tools including prioritisation management and skills and capability mapping;
- development of clear, coherent, strategies and plans;
- supporting customers to create organisational consensus;
- supporting customer understanding of the challenges within healthcare planning and delivery; and
- pre-delivery support for projects or programmes including project planning and producing business cases (including assessment of technology, innovation or other investment to secure future successes).

3.3 System and Commissioning Transformation

Provision to support complex projects requiring significant change, transformation or intervention. Services include but are not limited to:

- delivering the programme life cycle from strategic advice through to delivery and outsourcing;
- running an organised Programme Management Office for major change including:
- major systems reconfiguration;
- financial turnaround;
- managing and/or decommissioning major failures;
- collaborative transformation between networked/partnership organisations which are bound by geography or other relationships;
- decommissioning lower value interventions, pathways and/ or steps within pathways
- accessing subject matter experts for care transformation including commissioning, decommissioning and clinical experts;
- galvanising and engaging CCG leaders (including clinical leaders) in the transformation agenda;
- engaging relevant stakeholders (for example patients and the public);
- using proven transformation methodologies to support a customer; and
- skills transfer to support and develop the capability of customers to identify, engage in and successfully deliver system and commissioning transformational change in a sustainable way.

3.4 Pathway Optimisation, Revision and Redesign

Provision of services to implement best practice and innovation through small to medium size projects, focused on continuous improvement of commissioning systems and clinical change based on evidence and nationally and internationally recognised best practice. Services include but are not limited to:

- identification of best practice and innovation within the commissioning system;
- provision of a project management office with the right project managers and clinical expertise; and
- support commissioning or decommissioning smaller services and pathways.

4. Communications and patient and public engagement which includes but is not limited to;

4.1 Proactive communications

Provision of strategic planned communications support, advice, planning and delivery to

ensure the organisation is effectively communicating its vision, values and objectives. The complex and varied audience include the public, patients, their carers, providers, volunteers, other stakeholders and the CCG membership base.

Services include but are not limited to:

- stakeholder management;
- development of communications strategies;
- undertaking/supporting consultations;
- corporate and internal communications;
- multi-channel communications (digital, direct mail, social media, etc.);
- behaviour change;
- proactive press/PR planning (including emergency communications planning); and
- evaluation of the efficacy of the planned communications.

4.2 Reactive communications

Provision of responsive communications, delivering communications strategies that protect and enhance the profile and reputation of the organisation. Services include but are not limited to:

- reputation management (including media handling, corporate communications, communications requirements around complaints and Freedom of Information requests);
- planning/preparedness;
- delivery at the time communications support is needed; and
- evaluation of the impact / outcome of the reactive activity.

4.3 Patient and public participation at strategic and operational level

Provision of services to customers that support listening, understanding and engaging with patients, their families and carers, the public and voluntary sector organisations to enable local voice to influence commissioning decisions and co-produce and co-design services. Services include but are not limited to:

- developing access to existing engagement mechanisms such as patient forums and voluntary sector organisations or setting up these mechanisms where they do not currently exist;
- supporting engagement of patients and other key stakeholders throughout the commissioning cycle;
- working with customers to ensure that the results of engagement activity are effectively utilised;
- setting up processes to ensure genuine co-production and co-design of services; and
- supporting customers to tailor their engagement to access traditionally hard to reach groups.

4.4 Patients in control

Provision of services to develop an equal partnership between clinicians, patients and carers in decisions which relate to an individual's care or treatment to ensure that they receive services which are proactive, holistic, preventative and people-centred. The aim is to achieve a collaborative approach to care and treatment with active patient involvement and effective self-management support which takes account of peoples' preferences through a culture of shared decision making. Services include but are not limited to:

- support to put in place systems that recognise people as active partners in health;
- support to enable patients to take an active part in the decision making process in relation to their own care; and
- support to promote the involvement of patients and carers in decisions which relate to their care or treatment including, but not limited to:
 - self management support;
 - shared decision making;
 - personalised care planning; and

— personal health budgets.

5. Business intelligence which includes but is not limited to;

5.1 Business intelligence and applications

Provision of business intelligence and applications that provide decision support, query and reporting such as KPIs, metrics, dashboards, risk stratification, monitoring and alert systems and workflow management systems. Services include but are not limited to:

— provision of applications that bring together data from a range of sources;

— presentation of data in a usable format for a customer;

— provision of regular reports to support performance monitoring and to enable decision making; and

— provision of data to support resource allocation and planning.

5.2 Business analytics

Provision of analytical know-how and supporting analysis to answer key questions. Services include but are not limited to:

— predictive modelling;

— benefits case development;

— statistical analysis;

— benchmarking; and

— bespoke comparative analysis.

2) CPV code(s)

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3) Quantity or scope

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 2

Lot title: Medicines Management and Optimisation

1) Short description

Lot 2A - Medicines management and optimisation which includes but is not limited to: Provision of expert pharmaceutical support to CCGs/commissioners to develop and implement a strategy to deliver improved outcomes from medicines. Services include but are not limited to:

- engagement with patients and the public to better understand how local services can support patients to get more from their medicines;
- supporting an improved experience of medicine taking for patients;
- securing greater value for money from CCGs'/commissioners' medicines expenditure;
- improving medication safety including a demonstrable reduction in harm from medication errors;
- engaging across the system to improve the way that medicines are used and to reduce medication waste (this will engage community pharmacies, care homes, hospital trusts, the pharmaceutical industry and others);
- effective use of a range of data sources to identify efficiencies and quality improvements in the way medicines are used locally;
- developing improvement plans on behalf of a customer;
- supporting customers to implement new national guidance and recommendations; and
- horizon scanning for, and identification of, new products.

2) CPV code(s)

85149000 Pharmacy services, 79400000 Business and management consultancy and related services, 72310000 Data-processing services, 72313000 Data capture services, 72314000 Data collection and collation services, 79416000 Public relations services, 72212482 Business intelligence software development services, 85121100 General-practitioner services, 79413000 Marketing management consultancy services, 79419000 Evaluation consultancy services, 48482000 Business intelligence software package, 79994000 Contract administration services, 72322000 Data management services, 72221000 Business analysis consultancy services, 72245000 Contract systems analysis and programming services, 72316000 Data analysis services, 75122000 Administrative healthcare services

3) Quantity or scope

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 3

Lot title: Individual Funding Requests Case Management, Supporting the Commissioning of Continuing Healthcare and Funded Nursing Care

1) Short description

Lot 2B – Specialist Decision Support Services – Individual Funding Request Case Management and Supporting the Commissioning of Continuing Healthcare and Funded Nursing Care including but not limited to:

1. Individual Funding Request (IFR) Case Management

Provision of a robust system for the management of the Individual Funding Request process.

Services include but are not limited to:

- clear and rigorous policies and procedures for IFRs;

- stakeholder engagement (including clinicians and patient groups) to ensure good local understanding of the policy and processes, including the appeals process and complaints procedure;
- recording and sharing of outcomes;
- periodic review of the process including learning from incidents and complaints;
- identification of new industry standards and monitoring of compliance with existing standards;
- analysis of data to identify trends; and
- use of NICE guidelines (or equivalent) and other national quality standards to support contract management and negotiation on behalf of a customer.

2. Supporting the Commissioning of Continuing Healthcare and Funded Nursing Care Provision of services to enable commissioners to support patients with Continuing Healthcare and Funded Nursing Care needs. Services include but are not limited to:

- comprehensive referral and assessment systems;
- systems which confirm and validate eligibility;
- assessing funding and options for placement;
- provider performance management;
- supporting customers to manage financial, clinical, quality and safety risks;
- supporting customers to develop person centred care; and
- supporting customers to manage quality and safety standards.

2) CPV code(s)

75122000 Administrative healthcare services, 79400000 Business and management consultancy and related services, 72310000 Data-processing services, 72313000 Data capture services, 72314000 Data collection and collation services, 79416000 Public relations services, 72212482 Business intelligence software development services, 85121100 General-practitioner services, 79413000 Marketing management consultancy services, 48482000 Business intelligence software package, 79419000 Evaluation consultancy services, 79994000 Contract administration services, 72322000 Data management services, 85149000 Pharmacy services, 72221000 Business analysis consultancy services, 72245000 Contract systems analysis and programming services, 72316000 Data analysis services, 75122000 Administrative healthcare services, 85141220 Advisory services provided by nurses, 85321000 Administrative social services

3) Quantity or scope

4) Indication about different time frame or duration

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

The Contracting Authority reserves the right to require deposits and/or guarantees and/or bonds and/or any other form of security. Details will be provided in the contract documents.

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

Further details will be provided in the tender documents.

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

See PQQ documentation for further information regarding legal forms.

III.1.4. Contract performance conditions

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: In accordance with Articles 45 to 50 of Directive 2004 /18/EC and Regulations 23 to 25 of the Public Contracts Regulations 2006 and as set out in the PQQ which can be accessed from the NHSBSA eSourcing portal (<https://nhsbsa.bravosolution.co.uk>).

Supplier Instructions How to Express Interest in this Tender:

1. Register your company on the eSourcing portal (this is only required once)

Browse to the eSourcing Portal: <https://nhsbsa.bravosolution.co.uk>

Select the "Click here to register link".

Accept the terms and conditions and select "continue".

Enter your correct business and user details.

Note the username you chose and select "save" when complete.

You will shortly receive an email with your unique password (please keep this secure).

2. Express an Interest in the tender:

Login to the portal with the username/password.

Select the "Open Access PQQs" link. (These are PQQs open to any registered supplier).

Click on the relevant PQQ to access the content.

Select the "Express Interest" button in the "Actions" box on the left-hand side of the page.

This will move the PQQ into your "My PQQs" page. (This is a secure area reserved for your projects only).

Select the PQQ code. You can now access any attachments by selecting the "Settings and Buyer Attachments" in the "Actions" box.

3. Responding to the tender:

You can now choose to "Reply" or "Reject" (please state your reasons where rejecting).

You can now use the 'Messages' function to communicate with the buyer and seek any clarification.

Note the deadline for completion, then follow the onscreen instructions to complete the PQQ.

There may be a combination of online and offline actions for you to perform (there is detailed online help available).

If you require any further assistance please consult the online help, or contact the eTendering help desk.

III.2.2. Economic and financial ability

List and brief description of conditions: In accordance with Regulation 24 of the Public Contracts Regulation 2006 and as set out in the PQQ which is available from the address stated at III.2.1.

III.2.3. Technical and professional ability

List and brief description of conditions:

In accordance with Regulation 25 of the Public Contracts Regulation 2006 and as set out in the PQQ which is available from the address stated at III.2.1.

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

Section IV: Procedure

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

Objective criteria for choosing the limited number of candidates: Maximum Number of Potential Providers to be shortlisted at PQQ stage:

— Lot 1: 30;

— Lot 2A : 20; and

— Lot 2B: 20.

Criteria for selection at PQQ are set out in the PQQ documents.

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

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2014/S 7-008036](#) of 10.1.2014

Other previous publications

Notice number in the OJ S: [2013/S 132-228864](#) of 16.5.2013

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

12.5.2014 - 12:00

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

VI.1. Information about recurrence

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

1. The Contracting Authority is putting in place a Framework Agreement which will be accessible for use by the following organisations, (including any future successor organisation (s) to the functions exercised by any such organisations):

- The National Health Service Commissioning Board (known as NHS England), and all bodies hosted by The National Health Service Commissioning Board;
- Any other Health Service Body as defined at section 9 National Health Service Act 2006, including but not limited to any:
 - i. Clinical Commissioning Group;
 - ii. NHS Trust;
 - iii. Special Health Authority;
 - iv. The Care Quality Commission;
 - v. National Institute for Health Care Excellence, known as NICE;
 - vi. The Health and Social Care Information Centre;
 - vii. The Secretary of State;
 - viii. relevant Welsh health service bodies.
- NHS Foundation Trusts;
- Academic Health Science Networks;
- The NHS Trust Development Authority;
- Monitor;
- Health Education England including Local Education and Training Boards (LETB) constituted as committees of Health Education England;
- NHS Health Research Authority;
- The Department of Health;
- Executive agencies of the Department of Health including but not limited to Public Health England, the Medicines and Healthcare Products Regulatory Agency and the National Institute of Health Research;
- Arms Length Bodies of the Department of Health not otherwise listed in this Contract Notice including but not limited to NHS Blood and Transplant, NHS Business Services Authority, NHS Litigation Authority, Human Fertilisation and Embryology Authority, and the Human Tissue Authority;
- Any provider of primary medical services under a GMS, PMS or APMS contract;
- All Local Authorities, as defined under section 1 the Local Government Act 2000 including Health and Well Being Boards established by any Local Authority.

2. The framework agreement shall be accessible to the above named organisations whether procuring themselves, or on behalf of other such named organisations, or procuring together as members of any joint procurement.

3. The services under the framework agreement shall be available to organisations for the direct or indirect support of their organisation's functions related to the commissioning of health

and/or social care related services. For the avoidance of doubt this shall extend to the support of back office and support functions of any such organisation. The detailed service descriptions of services covered by this procurement process and the framework agreement shall be set out in the ITT.

4. For the avoidance of doubt reference to health and/or social care services, includes but is not limited to; primary care services, secondary care services, community care services, tertiary care services, social services and public health services.

5. Indicative timescales for the procurement are set out within the PQQ documents.

6. The estimate framework value indicated at II.1.4.1 in this Notice is indicative only. No level of expenditure will be guaranteed under the framework agreement. The figures stated at II.1.4.1 in this Notice are an estimate of the potential value of all contracts that may be called off by organisations entitled to call-off contracts over the 4 year duration of the framework agreement. Each call-off contract is anticipated to be of a number of years duration. The current spend by Clinical Commissioning Groups and other commissioners (including NHS England, Local Authorities, NHS Trusts and NHS Foundation Trusts) on external commissioning support services is estimated at just over GBP 700 m per annum. On the assumption that organisations entitled to call-off contracts from this framework agreement will in many cases want to put in place medium to long term contracts (typically of an indicative period of 5 years) with each provider selected following a further competition, there is the potential that between GBP 3-5 bn of business could be sourced through the framework agreement during its 4 year duration.

7. The contracting authority shall not be obliged to conclude a framework agreement following this procurement process and reserves the right not to proceed with this procurement process, or any part thereof, at any time.

8. The Contracting Authority accepts no liability for any costs incurred by any potential provider or other person in participating in this process. Each potential provider will be responsible for its own costs and expenses incurred in participating in this process.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: The Contracting Authority will incorporate a minimum 10 calendar day standstill period at the point information on the decision to award the framework agreement is communicated to tenderers in accordance with Regulation 32A of the Public Contract Regulations 2006. Any tenderer wishing to appeal the decision to award the contract, or after the award of the contract appeal the award of the contract, shall have the rights set out in Part 9 of the Public Contracts Regulations 2006.

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

VI.5. Date of dispatch of this notice

24.2.2014