

United Kingdom-Sheffield: Telephone and data transmission services

OJ S 45/2014 05/03/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: West and South Yorkshire and Bassetlaw Commissioning Support Unit

Postal address: 722 Prince of Wales Road

Town: Sheffield

Postal code: S9 4EU

Country: United Kingdom

For the attention of: Richard Somerset

E-mail: richard.somerset@nhs.net

Telephone: +44 1143051052

Internet address(es):General address of the contracting authority: <http://www.wsybcsu.nhs.uk>Electronic access to information: <http://www.nhssourcing.co.uk>Electronic submission of tenders and requests to participate: <http://www.nhssourcing.co.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: yes

Official name: Barnsley CCG

Postal address: 49/51 Gawber Road

Town: Barnsley

Postal code: S75 2PY

Country: United Kingdom

Section II: Object of the contract

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

24 Hour Telephonic System.

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

Services

Service category No 5: Telecommunications services

Main site or place of performance: Barnsley, South Yorkshire, UK.

NUTS code

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)

Barnsley CCG wish to implement a turnkey solution that facilitates patients to be able to call their registered GP practice 24/7, 365 days a year and without human aid, book, check, change and cancel appointments.

The system should integrate live (read and write) with any of the currently deployed or potentially available GP patient databases listed below:

EMIS LV;

EMIS PCS;

EMIS Web;

INPS Vision LAN;

INPS Vision VES;

TPP SystemOne;

Microtest;

BMJ Informatica Frontdesk.

The system needs to be deployable at the GP's site and work with the existing telephony and data infrastructure with the minimum change to the said infrastructure.

The solution should be supplied and supported by an IGSoC approved organisation in order for them to provide support across the N3 network.

Essential Features:

Telephone booking of appointments.

Telephone cancelling of appointments.

Telephone changing of appointments.

Telephone checking of appointments.

To be able to book differing types of GP and Nurse appointments and be adaptable so that it can be implemented to work with the current appointment book settings.

Practice staff to be able to adjust the system so that they can offer different appointments as and when they see fit.

To be proven to work in multiple languages.

We will be awarding a 5 year contract for this service.

II.1.6. CPV code(s)

64210000 Telephone and data transmission 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

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Estimated value excluding VAT:
Range: between 400 000 and 500 000 GBP

II.2.2. Information about options

II.2.3. Information about renewals

This contract is subject to renewal: yes

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 60 (from the award of the contract)

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

Duration in months: 60 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

We reserves the right to ask for an indemnity, guarantee or bank bond if the supplier does not meet the required standard for economic and financial standing.

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

Payment will follow delivery and acceptance of the services, to an agreed milestone schedule.

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

If a group of economic operators submits a bid, the group must nominate a lead organisation to deal with the authority. We shall require the group to form a legal entity before entering into the contract.

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: Suppliers 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://www.nhssourcing.co.uk> and click the link to register - Accept the terms and conditions and click 'continue' - Enter your correct business and user details - Note the username you chose and click '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 - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant PQQ/ ITT to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box 3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - 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/ ITT - There may be a mixture of online and offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. 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: Information and formalities necessary for evaluating if the requirements are met: As stated in the Tender Document.

Minimum level(s) of standards possibly required: As Stated in the Tender Document.

III.2.3. Technical and professional ability

List and brief description of conditions:

This will be provided as selection criteria in the Tender Document.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

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

Accelerated restricted

Justification for the choice of accelerated procedure: This requirement is urgent due to unforeseen circumstances.

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

Envisaged minimum number 3: and Maximum number 6

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

WSYB/BARN/RS/14/02

IV.3.2. Previous publication concerning this procedure

no

IV.3.3.

Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 11.3.2014 - 12:00

Payable documents: no

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

11.3.2014 - 17:00

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

14.3.2014

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published: 60 months.

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

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

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

VI.5. Date of dispatch of this notice

28.2.2014