

United Kingdom-Sale: Call centre
OJ S 55/2015 19/03/2015
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Trafford Clinical Commissioning Group
Postal address: Crossgate House, 1st Floor, Cross Street
Town: Sale
Postal code: M33 7FT
Country: United Kingdom
For the attention of: Brooks Kenny
E-mail: brookskenny@nhs.net
Telephone: +44 1618736080

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

II.1. Description

II.1.1. Title

Trafford Patient Care Coordination Centre.

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

Services
Service category No 5: Telecommunications services
NUTS code UKD31 Greater Manchester South

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

II.1.4. Short description of the contract or purchase(s)

Call centre. Telephone operator services. Telephone-answering services. Software package and information systems. Information systems and servers. Database and operating software package. Telephone switchboard services. Telephone and data transmission services. Data services. Advisory services provided by nurses. Electronic data management (EDM). Electronic data exchange services. Data capture services. Data collection and collation services. Administrative healthcare services. Guidance services. Market and economic research; polling and statistics. Value-added information services. Customer services. Administrative social services. Other community, social and personal services. Telecommunications services. Records management. Administration services. Trafford

Clinical Commissioning Group (CCG) has completed a competitive dialogue process in order to commission an innovative and dynamic solution to deliver seamless coordination for all patients and service users. CCG worked with our key partner Trafford Council, to develop a new Patient Care Coordination Centre (PCCC), that will be working in collaboration with provider organisations to meet the needs of Trafford's local population. The PCCC patient coordination centre is an innovative and ground breaking development and will be responsible for the delivery of seamless, coordinated, quality care. A high level vision of the deliverables for the PCCC have been developed: Principles — Health and Social Care Proactive System — Patients always get the right care at the right time, in the right way through a journey which is seamless and smooth — A focus on complexity and vulnerability Infrastructure — Single point of access — Single 'live' directory — Supported by IT infrastructure — Access to all records i. e. enabling patient/client care plans feeding into proactive planning — Alignment to 111 and out of hours — The PCCC will have a robust interface and awareness of Trafford Council's Adult Social Care access and support model. Benefits — Proactive and coordinated care seamlessly around the patient — Delivery of the right care at the right time in the right place — The level of care will be delivered from the appropriate care setting — Provide the best possible patient experience. — Greater focus on local issues i.e. health appointments and transport in Partington — Report on the performance of care across the system — Proactive Care Planning to meet health and social care needs — Improved health outcomes, well-being and quality of life Core Services — Tracking of patient journey — Close monitoring of vulnerable patients, following them through the care journey — Health Transport Bureau — 'Auto pick up' patients as they go through the system — Clinical coordination to support monitoring of patient/clients and appropriateness of care to need — Full capability and capacity to gather, analyse, act on and learn from thus demonstrate achievement of measurable improvements in patient experience. The length of the awarded contract is for 5 (five) years.

II.1.5. CPV code(s)

79512000 Call centre, 79511000 Telephone operator services, 79510000 Telephone-answering services, 48000000 Software package and information systems, 48800000 Information systems and servers, 48600000 Database and operating software package, 64214200 Telephone switchboard services, 64210000 Telephone and data transmission services, 72300000 Data services, 85141220 Advisory services provided by nurses, 48613000 Electronic data management (EDM), 64216110 Electronic data exchange services, 72313000 Data capture services, 72314000 Data collection and collation services, 75122000 Administrative healthcare services, 85312310 Guidance services, 79300000 Market and economic research; polling and statistics, 64216210 Value-added information services, 79342300 Customer services, 85321000 Administrative social services, 98000000 Other community, social and personal services, 64200000 Telecommunications services, 79996100 Records management, 75100000 Administration services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 12 249 999 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

competitive dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Corporate Governance. Weighting 8
2. Financial. Weighting 11
3. Service Design & Solution Model Design. Weighting 39
4. Interoperability Interface & Infrastructure Requirements. Weighting 12
5. Service Delivery. Weighting 3
6. Patient and Public Experience and Engagement. Weighting 7
7. Information Governance and Data Sharing & Business Continuity. Weighting 6
8. Human Resources & Equality and Diversity. Weighting 1
9. Clinical Governance and Safeguarding. Weighting 7
10. Bidder Interview. Weighting 6

IV.2.2. Information about electronic auction

An electronic auction has been 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: [2013/S 101-173030](#) of 28.5.2013

Contract notice

Notice number in the OJ S: [2013/S 197-340829](#) of 10.10.2013

Voluntary ex ante transparency notice

Notice number in the OJ S: [2014/S 204-361964](#) of 23.10.2014

Other previous publications

Notice number in the OJ S: [2013/S 134-233037](#) of 12.7.2013

Section V: Award of contract

V.1. Date of conclusion of the contract

28.1.2015

V.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

V.3. Name and address of the contractor

Official name: CSC Computer Sciences Ltd

Postal address: Royal Pavilion, Wellesley Road

Town: Aldershot

Postal code: GU11 1PZ

Country: United Kingdom

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 12 249 999 GBP

excluding VAT

If annual or monthly value:

Number of years: 5

V.5. Information about subcontracting

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Proportion: 36 %

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.2. Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=136161853>

GO Reference: GO-2015316-PRO-6443653.

VI.3. Procedures for review**VI.3.1. Review body****VI.3.2. Review procedure****VI.3.3. Service from which information about the review procedure may be obtained****VI.4. Date of dispatch of this notice**

16.3.2015