

United Kingdom-London: Hardware installation services
OJ S 53/2021 17/03/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ambulance Radio Programme

Postal address: 39 Victoria St, Westminster

Town: London

NUTS code: UK United Kingdom

Postal code: SW1H 0EU

Country: United Kingdom

Contact person: Philip Tolan

E-mail: arp.commercial@nhs.net

Internet address(es):

Main address: <https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Address of the buyer profile: <https://www.gov.uk/government/organisations/department-of-health-and-social-care/departments/department-of-health-and-social-care>

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

ARP Field Services

II.1.2. Main CPV code

51611100 Hardware installation services

II.1.3. Type of contract

Services

II.1.4. Short description

The Ambulance Radio Programme ('ARP') on behalf of the Secretary of State for Health and Social Care (the 'Authority') is seeking to procure a supplier to provide suitable field support, logistics and vehicle installation services for vehicle hardware for use in vehicles such as ambulances by service recipients, including the English Ambulance Trusts and potentially also

other service recipients, such as the Welsh Ambulance Service NHS Trust, the Scottish Ambulance Service and the Fire and Rescue Services and the Police Services in Great Britain if those bodies elect to participate in the procurement.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 100 000 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

51000000 Installation services (except software)

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: UK wide.

II.2.4. Description of the procurement

The principal objective of the procurement is to provide suitable field support, logistics and vehicle installation services of hardware for use by service recipients in vehicles used by ambulance services, the police service and fire and rescue services across Great Britain. The field support service comprises:

- provision of appropriately skilled support personnel to work alongside the service recipients to provide technical support, principally (but not exclusively) for the hardware implemented into vehicles. The principal activities of the support personnel are expected to be: — fault finding and fixes;
- new equipment installs, de- and re-install and testing;
- auditing installed equipment;
- following relevant processes and notifying the Authority's service desk accordingly;
- following relevant trust processes; and
- maintaining close liaison with the relevant Ambulance Trust and the Authority's service team. A logistics service is required to support the installation and field support work described above.

The logistics service has the following elements:

- order fulfilment;
- spares and returns management;
- spares storage; and
- disposal service.

A separate vehicle installation service is required for the bulk roll-out of the new vehicle hardware as follows:

The vehicle hardware to be installed comprises:

- a 'Vehicle Router';
- a 'smart' mobile router suitable for use in a vehicle, capable of connecting to multiple mobile communications bearers (including the Emergency Service Network 'ESN') and providing various capabilities, connectivity and interface ports to support the Authority's National Mobilisation Application 'NMA' functionality;
- a 'Vehicle Tablet';
- a ruggedised touch screen tablet device suitable for running the NMA application (with small and large screen options);
- a 'Vehicle Dock';

- a dock suitable for securely mounting the Vehicle Tablet in the vehicle; and
- ‘Accessories’ — associated hardware items such as antennas, wiring looms, connectors, external controls, audio microphones/loudspeakers, etc.

Phases: in order to achieve the above, the procurement includes the following delivery phases:

- mobilisation: delivering planning workshops with the Authority and other Authority suppliers to develop and review the required service management design, field support resource plan, vehicle installation plan, logistics service design, including the reference vehicle installation design documentation, testing relevant support procedures documentation and initial installations prior to roll out of vehicle installations;
- transition: delivering vehicle installations, testing and acceptance, providing the field support services to service recipients and providing the supporting logistics services;
- steady state: provision of the above services business as usual with relevant updates; and
- future services: adding (at the Authority's discretion) any future services into the scope of this procurement.

A key example is to allow for future installation of hardware provision/modifications and/or support work required in order to be able to support the ESN voice application, once details of this are established. Detailed information on the scope of the procurement is provided on the eTendering portal referred to in Section I.1) above.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.11. Information about options

Options: yes

Description of options:

The Authority may extend the term of the agreement for up to 2 years (by way of 1 or more extension notices) by giving notice. The Authority will have the option to place orders under the agreement on behalf of service recipients, as detailed below and in the procurement documents. The Authority will have the option to place orders on behalf of:

- (a) the English Ambulance Trusts;
- (b) the Welsh Ambulance Service NHS Trust;
- (c) the Scottish Ambulance Service;
- (d) any body which is authorised under the National Health Service Act 2006 to provide goods and services for the purposes of the health service ('NHS Trusts');
- (e) the NHS bodies;
- (f) the law enforcement organisations set out in the list located at URL:<https://www.police.uk/forces/> or any replacement or successor URL; and
- (g) the fire and rescue organisations set out in the list located at URL:<http://www.nationalfirechiefs.org.uk/Fireand-Rescue> -Services or any replacement or successor URL and any successor bodies thereto that perform any of the functions previously performed by any of the foregoing bodies.

'English Ambulance Trusts' are each of the following:

- (a) East of England Ambulance Service NHS Trust;
- (b) East Midlands Ambulance Service NHS Trust;
- (c) Isle of Wight NHS Trust;
- (d) London Ambulance Service NHS Trust;
- (e) North East Ambulance Service NHS Foundation Trust;
- (f) North West Ambulance Service NHS Trust;
- (g) South Central Ambulance Service NHS Foundation Trust;

- (h) South East Coast Ambulance Service NHS Foundation Trust;
- (i) South Western Ambulance Service NHS Foundation Trust;
- (j) West Midlands Ambulance Service University NHS Foundation Trust;
- (k) Yorkshire Ambulance Service NHS Trust.

And any successor bodies thereto that perform any of the functions previously performed by any of the foregoing bodies.

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 037-088830](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

07/10/2020

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: telent Technology Services Ltd

Postal address: Point 3, Haywood Road

Town: Warwick
NUTS code: UK United Kingdom
Postal code: CV34 5AH
Country: United Kingdom
Internet address: <https://telent.com>
The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 23 632 172,28 GBP
Total value of the contract/lot: 23 632 172,00 GBP

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 20 % Short description of the part of the contract to be subcontracted: Various element of service delivery described in the short description above

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court
Postal address: Strand
Town: London
Postal code: WC2A 2LL
Country: United Kingdom
E-mail: generaloffice@administrativecourtoffice.justice.gov.uk
Internet address: <https://www.gov.uk/courts-tribunals>

VI.4.2. Body responsible for mediation procedures

Official name: High Court
Postal address: 39 Victoria Street
Town: London
Postal code: SW1H 0EU
Country: United Kingdom
Internet address: <https://www.gov.uk/government/organisations/department-of-health-and-social-care>

VI.5. Date of dispatch of this notice

12/03/2021