

United Kingdom-London: Radio, television, communication, telecommunication and related equipment

OJ S 137/2015 18/07/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS Redbridge Clinical Commissioning Group

Postal address: Beckett House, 2-14 Ilford Hill, Ilford, Essex

Town: London

Postal code: IG1 2QX

Country: United Kingdom

For the attention of: Aslam Nadeem

E-mail: nadeem.aslam@nhs.net

Telephone: +44 7747879311

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**

Regional or local authority

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 attributed to the contract by the contracting authority**

NHS 111 Patient Relationship Manager Pilot.

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

Services

Service category No 25: Health and social services

Main site or place of performance: London.

NUTS code UK United Kingdom

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

Duration of the framework agreement

Duration in months: 8

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

Estimated value excluding VAT: 300 000 GBP

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

The 111 Patient Relationship Manager pilot will improve patient experiences when calling 111 by ensuring that relevant data that has been previously shared with relevant Healthcare professionals is used to inform clinical decision-making. It will also implement London-wide call balancing and routing, again to optimise patient experience.

This pilot aligns with the Interoperability Standards Development and Urgent and Emergency Care Programmes, providing information and learning regarding patients' crisis journey across primary, community, urgent and emergency care systems when their journey starts with a call to NHS 111.

II.1.6. CPV code(s)

32000000 Radio, television, communication, telecommunication and related equipment, 85000000 Health and social work services, 48000000 Software package and information systems, 73000000 Research and development services and related consultancy services, 51000000 Installation services (except software), 72000000 IT services: consulting, software development, Internet and support

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

II.2.2. Information about options

II.2.3. Information about renewals

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

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

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: yes

Description of particular conditions: Ability to mobilise in at the end of the first week in September 2015.

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://southeastcsu.bravosolution.co.uk> and click the link to register — Accept the terms and conditions and click 'I agree' — 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

III.2.3. Technical and professional ability

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

Open

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

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 Criteria below

1. Service Management & Delivery. Weighting 20
2. Integration. Weighting 15
3. Information Technology and Management. Weighting 15
4. User Experience and Reporting. Weighting 15
5. Mobilisation. Weighting 15
6. Financial. Weighting 20

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

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

12.8.2015 - 12:00

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

13.7.2015

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 days: 180 (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: 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

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

Official name: NHS Redbridge Clinical Commissioning Group
Postal address: Beckett House, 2-14 Ilford Hill, Ilford, Essex
Town: London

Postal code: IG1 2QX
Country: United Kingdom
E-mail: conor.burke@onel.nhs.uk
Telephone: +44 2089265205
Internet address: <http://www.redbridgeccg.nhs.uk>

Body responsible for mediation procedures

Official name: NHS England
National registration number: Eileen Sutton — Head of Service Redesign and Innovation
Postal address: 4th floor, Southside, 105 Victoria Street
Town: London
Postal code: SW1E 6QT
Country: United Kingdom
E-mail: eileensutton@nhs.net
Telephone: +44 1138070846

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

13.7.2015