

United Kingdom-London: Internet browsing software development services

OJ S 140/2016 22/07/2016

Contract notice

Works

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Royal Brompton and Harefield NHS Foundation Trust

Postal address: Sydney St, South Kensington

Town: London

Postal code: SW3 6NP

Country: United Kingdom

For the attention of: Mr Michael Lackman

E-mail: m.lackman@rbht.nhs.uk

Telephone: +44 20735281214705

Internet address(es):General address of the contracting authority: <http://www.rbht.nhs.uk>**Additional information can be obtained from:**

Official name: Royal Brompton and Harefield NHS Foundation Trust

Postal address: Sydney St, South Kensington

Town: London

Postal code: SW3 6NP

Country: United Kingdom

For the attention of: Mr Michael Lackman

E-mail: m.lackman@rbht.nhs.uk

Telephone: +44 20735281214705

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: Royal Brompton and Harefield NHS Foundation Trust

Postal address: Sydney St, South Kensington

Town: London

Postal code: SW3 6NP

Country: United Kingdom

For the attention of: Mr Michael Lackman

E-mail: m.lackman@rbht.nhs.uk

Telephone: +44 20735281214705

Tenders or requests to participate must be submitted: Official name: Royal Brompton and Harefield NHS Foundation Trust

Postal address: Sydney St, South Kensington

Town: London

Postal code: SW3 6NP

Country: United Kingdom

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I.2. Type of the contracting authority

Other: national health services

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

Design, Development, Support and Maintenance of the RBHH Website.

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

Works

Design and execution

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 a single operator

Duration of the framework agreement

Duration in years: 3

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

The Trust's current website was launched in 2007. Since then, content has been constantly updated and many new sections have been added to reflect the changing nature of the work carried out by the Trust. There have also been limited changes to the look and feel of the site, for example megamenu were added to facilitate navigation to key areas of the site and changes were made to the footer images and links. See the current website.

However, the overall look and feel of the site remains the same as it was when it was first developed and in the current digital environment, the Trust's website is well behind the curve. The site receives an average of around 230 000 visits a month and is often the first exposure that patients and potential staff have to the organisation. The same is often true for other stakeholders, be they academic, commercial (pharma, devices), professional, NHS /government, or referring centres. Reputationally, the website does not serve us well. As a business tool the website, in its current form, cannot fulfil its potential. Opportunities exist, some of them revenue generating, in areas such as training and education, which the current system cannot incorporate. (Royal Brompton and Harefield Hospital trust will seek pricing clarification once tenders are submitted).

II.1.6. CPV code(s)

72212221 Internet browsing software development services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. 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

Delivery of the project:

The day-to-day management of this project will lead by the Trust's web editor, who will also be the key contact for the engaged supplier. A working group and project board will be set up.

The working group will include members of staff from across the Trust with different areas of clinical and non-clinical expertise, and will include consultants, nurses and allied health professionals. This will ensure the new system offers the best possible fit to the Trust's core services and give a sense of ownership of the website throughout the organisation.

Decision-making for the project will rest with the project board, made up of a small number of senior staff, including board-level representation. This group will sign off each milestone for the project and will make the final decisions around look and feel, navigation etc. Update reports will be presented at management committee.

The project should broadly follow the four stages of website development.

1. Discovery:

A comprehensive discovery phase should be run to explore the needs and expectations of the website's users. This should be done using a mix of qualitative and quantitative research methodologies. The needs of the business will also need to be explored during this discovery period. The web editor and digital communications office will support the supplier during this period and provide support in recruiting users for discovery, liaising with colleagues around the organisation and providing the supplier with any necessary information.

2. Alpha:

Using the insight gained from the discovery phase, an alpha phase should include the development of working prototypes which will be tested by users. This process should be iterative and user testing should result in changes to prototypes.

3. Beta:

The fully-working website will be built during the beta phase and further testing will be carried out. The beta site can either be tested by a private and pre-selected group of users or can run concurrently with the current site, with users given the option of which site they want to use.

4. Go live:

All URLs should be redirected for go live.

Proposal requirements

Responses to this invitation to tender should include:

- details of how the project will be managed, specifically linked to the four phases above;
- how discovery would be approached;
- proposed timescales for the project;
- examples of previous website redevelopments of a similar scale;
- a breakdown of the budget for the redevelopment and separate costs for on-going maintenance of the site;
- details of the company, including Financial reports;
- how some of the specific challenges set out in the document might be addressed;
- some potential functionality for the new site;
- proposals for making this site the best Trust website in the NHS.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

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

The Provision of Design, Development, Support and Maintenance of The RBHH Website To the Royal Brompton and Harefield NHS Foundation Trust Crown Commercial Services (CCS) Framework Agreement, G-Cloud (RM1557vii).

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: Time and Quality of delivery of Website against project plan SLA's of support and maintenance.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

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

Envisaged number of candidates: 3

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

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

RM1557vii

IV.3.2. Previous publication concerning this procedure

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: 1.9.2016 - 16:00
Payable documents: no

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

9.9.2016 - 16:00

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

1.8.2016

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

Date: 12.9.2016 - 16:00

Persons authorised to be present at the opening of tenders: no

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

VI.4. Procedures for review

VI.4.1. Review body

Official name: Michael Lackman

Postal address: Royal Brompton and Harefield NHS Foundation Trust, South Parade

Town: London

Postal code: SW3 6NP

Country: United Kingdom

E-mail: m.lackman@rbht.nhs.uk

Telephone: +44 7789378558

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

18.7.2016