

United Kingdom-Preston: Telecommunications services

OJ S 153/2016 10/08/2016

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS England North (Lancashire)

Postal address: Preston Business Centre, Watling Street Road

Town: Preston

NUTS code: UKD4 Lancashire

Postal code: PR2 8DY

Country: United Kingdom

E-mail: necsu.neprocurement@nhs.net**Internet address(es):**Main address: <http://www.necsu.nhs.uk>Address of the buyer profile: http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA31749**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.proactisplaza.com/SupplierPortal/?CID=NECS>Tenders or requests to participate must be submitted electronically via: <https://www.proactisplaza.com/SupplierPortal/?CID=NECS>

Additional information can be obtained from another address:

Official name: North of England Commissioning Support Unit

Town: Stockton-on-Tees

NUTS code: UKC1 Tees Valley and Durham

Country: United Kingdom

E-mail: necsu.neprocurement@nhs.net**Internet address(es):**Main address: www.necsu.nhs.net**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**

Call Handling Service.

Reference number: NHSE14

II.1.2. Main CPV code

64200000 Telecommunications services

II.1.3. Type of contract

Services

II.1.4. Short description

North of England Commissioning Support (NECS) on behalf of NHS England (Lancashire) will be carrying out a procurement for a Dental Call Handling Service.

II.1.5. Estimated total value

Value excluding VAT: 1 746 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

64200000 Telecommunications services

II.2.3. Place of performance

NUTS code: UKD4 Lancashire

II.2.4. Description of the procurement

Dental Call Handling Service.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Service delivery / Weighting: 42

Quality criterion - Name: Workforce / Weighting: 14

Quality criterion - Name: Information management and technology / Weighting: 16

Quality criterion - Name: Mobilisation / Weighting: 8

Cost criterion - Name: Finance / Weighting: 20

II.2.6. Estimated value

Value excluding VAT: 1 746 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 60

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

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 III: Legal, economic, financial and technical information**

III.1. Conditions for participation

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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: [2016/S 106-188473](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 19/09/2016 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.7. Conditions for opening of tenders

Date: 19/09/2016 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

North of England Commissioning Support are working for and on behalf of NHS England North (Lancashire) who wish to commission a Dental Call Handling Service (DCHS).

NHS England North (Lancashire) has recognised that patients wanting to access routine ongoing care with a dental provider or urgent dental care want to do so through a central non-geographic telephone service.

The aim of the Service is to provide a single point of access for patients who need access to a dentist for urgent and routine dental care in Lancashire. The DCHS will triage patients and either sign post or book them into the most appropriate service according to a pre-approved algorithm. The DCHS will provide NHS England with a monthly dataset detailing call volumes, call types and caller demographics.

The DCHS will work closely with local dental practices, unscheduled dental care providers and '111'.

Additional Information

The Open procedure will be followed for this procurement to test the capacity, capability, and technical competence of tenderers in accordance with The Public Contracts Regulations 2015, ensuring a fair, open and transparent process in accordance with NHS (Procurement, Patient Choice and Competition) (No 2) Regulations 2013.

Under the Public Services (Social Value) Act 2012 the Contracting Authority must consider:

- (a) How what is proposed to be procured might improve the economic, social and environmental well-being of the area where it exercises its functions, and
- (b) How, in conducting the process of procurement, it might act with a view to securing that improvement.

Accordingly, the subject matter of the contract has been scoped to take into account the priorities of the Contracting Authority relating to economic, social and environmental well-being. NECS is utilising an electronic tendering system to manage this procurement and communicate with potential providers. Accordingly, there will be no hard copy documents issued to potential providers and all communications with NECS, including your tender submission, will be conducted via the portal <https://www.proactisplaza.com/SupplierPortal/?CID=NECS> hosted by (Proactis) the managed service provider for the NECS electronic tendering system.

To express an interest in tendering for this service, please register on the electronic tendering portal, which can be found at <https://www.proactisplaza.com/SupplierPortal/?CID=NECS> Once registered, you will be able to view details of the tender opportunity by selecting the 'Opportunities' box, and then searching for 'Dental Call Handling Service' (Reference NHSE14). To view further information on this specific tender opportunity, click the button marked 'show me'. From this area, you will be able to request documents for this tender opportunity.

Please note that it is free to register on the portal, which can be accessed at any time of day as long as you have a working internet connection.

If you require further assistance using the portal, help guides can be found on each stage of the process by clicking the '?' icon at the top right hand of the page. Alternatively, (should potential providers have any queries) a dedicated help-desk is available and can be contacted via email: <http://proactis.kayako.com/suppliernetwork/Core/Default/Index> The help-desk will be open Monday to Friday 9:00 to 17:30.

Please be aware that all communications and submissions will be conducted via the NECS Proactis portal only.

Please Note: The closing date for receipt of tenders is 12:00 noon on 19.9.2016.

Note: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at http://www.myTenders.org/Search/Search_Switch.aspx?ID=181432

(MT Ref: 181432).

VI.4. Procedures for review

VI.4.1. Review body

Official name: North of England Commissioning Support Unit

Postal address: Teesdale House, Thornaby

Town: Stockton-on-Tees

Postal code: TS17 6BL

Country: United Kingdom

Telephone: +44 1642746911

Internet address: <http://www.necsu.nhs.uk>

VI.5.

Date of dispatch of this notice

08/08/2016