

United Kingdom-Old Trafford: Call centre
OJ S 197/2013 10/10/2013
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Trafford Clinical Commissioning Group
Postal address: Oakland House, 3rd Floor, Talbot Road
Town: Old Trafford
Postal code: M16 0PQ
Country: United Kingdom
For the attention of: Brooks Kenny
E-mail: brooks.kenny@trafford.nhs.uk
Telephone: +44 1618736080

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

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 attributed to the contract by the contracting authority

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5.

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) is leading on a competitive dialogue process in order to commission an innovative and dynamic solution to deliver seamless coordination for all patients and service users. Working with our key partner Trafford Council, our solution is to develop a new Patient Care Coordination Centre (PCCC), working in collaboration with provider organisations which will be tried and tested 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, wellbeing 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 will be for a minimum of five (5) years with the option of an additional two (2) year extension. This extension will be offered as 2 separate extensions of one (1) year each.

Trafford CCG is not currently in a position to accurately state the value of the contract, as this will be dependant on the final specification which will be developed via the competitive dialogue process. However, Trafford CCG envisages that this will be in the range of GBP 500 000 - GBP 10 000 000 over the potential full 7 year life of the contract.

II.1.6. 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.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

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

Trafford CCG is not currently in a position to accurately state the value of the contract, as this will be dependant on the final specification which will be developed via the competitive dialogue process. However, Trafford CCG envisages that this will be in the range of GBP 500 000 - GBP 10 000 000 over the potential full 7 year life of the contract.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

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

Duration in months: 84 (from the award of the contract)

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

It is Trafford CCG's intention to award a single contract to a legal lead contracting organisation; consortium, partnership, and sub-contracting arrangements are acceptable but it will be for the lead contracting organisation to demonstrate that its internal governance arrangements to the satisfaction of Trafford CCG are sufficiently robust to ensure service delivery.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: The Authority will apply all the offences listed in Article 45(1) of Directive 2004/18/EC (implemented as Regulation 23(1) of the Public Contract Regulations (PCR) 2006 in the UK) and all of the professional misconducts listed at Article 45 (2) of Directive 2004/18/EC (see also Regulation 23(2) in the PCR 2006) to the decision of whether a Candidate is eligible to be invited to tender.

A full list of the Regulation 23(1) and 23(2) criteria are at <http://www.delta-esourcing.com/delta/project/reasonsForExclusion.html#pcr>

Candidates will be required to answer these questions as part of the qualification process. For candidates who are registered overseas, you will need to declare if you have any offences /misconduct under your own countries laws, where these laws are equivalent to the Regulation 23 lists.

Candidates who have been convicted of any of the offences under Article 45(1) are ineligible and will not be selected to bid, unless there are overriding requirements in the general interest for doing so.

Candidates who are guilty of any of the offences, circumstances or misconduct under Article 45 (2) may be excluded from being selected to bid at the discretion of the Authority.

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

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

competitive dialogue

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

Envisaged minimum number 3: and Maximum number 5

Objective criteria for choosing the limited number of candidates: The criteria by which PQQ responses will be assessed is contained within the PQQ documentation which can be accessed via the following website:

<https://www.delta-esourcing.com/tenders/UK-UK-Old-Trafford:-Call-centre./6V938DBSBJ>

Up to a maximum of 5 providers will be shortlisted to proceed to the dialogue stage of this competitive dialogue procurement process.

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 yes

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

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

Other previous publications

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

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

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

22.11.2013 - 17:00

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

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

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 considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender.

Trafford CCG reserves the right to introduce criteria by which shortlisted providers may be downselected at the dialogue phase, following evaluation of PQQ submissions. Should Trafford CCG decide to introduce such criteria, these will be detailed in full within the Invitation to Participate in Dialogue (ITPD) documentation which will be issued to shortlisted providers.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Old-Trafford:-Call-centre./6V938DBSBJ>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/6V938DBSBJ>

GO Reference: GO-2013107-PRO-5179635

VI.4. Procedures for review

VI.4.1. Review body

Official name: Trafford CCG

Postal address: 3rd Floor, Oakland House, Talbot Road

Town: Old Trafford

Postal code: M16 0PQ

Country: United Kingdom

Telephone: +44 1618736080

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

7.10.2013