

United Kingdom-London: IT services: consulting, software development, Internet and support

OJ S 145/2020 29/07/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ambulance Radio Programme

Postal address: Department of Health and Social Care, Victoria Street

Town: London

NUTS code: UK United Kingdom

Postal code: SW1H 0EU

Country: United Kingdom

Contact person: Molly Roast

E-mail: Molly.Roast@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>

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://health-family.force.com/s/Welcome>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Service Partner Services, Including Service Management, Service Desk and Environment Management

Reference number: ARPSP

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

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 fulfil the role of a service partner to support the Authority projects delivering the constituent programmes (refer to II.2.4) and that can scale to support future Authority initiatives and product offerings. The Authority is looking to partner with a provider who can demonstrate capabilities in 'product management' — not simply providing 'service desk' and 'Service Management' functions — who can demonstrate an ability to integrate elements of discrete project deliverables as 'service offerings' to service recipients. The scope will also involve environment management and ad-hoc services, as more particularly described in this service requirements.

II.1.5. Estimated total value

Value excluding VAT: 76 500 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72000000 IT services: consulting, software development, Internet and support, 79411000 General management consultancy services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

The constituent programmes being delivered by the Authority are:

- ESN: the replacement of the Airwave network which is being delivered by the Home Office's ESMCP;
- CRS: the delivery of the new integrated communications and control system to the English Ambulance Trusts, the Welsh Ambulance Service NHS Trust and the Scottish Ambulance Service. The contract for the delivery of CRS was awarded to Frequentis in May 2017.
- MDVS: the delivering of the new NMA to the English Ambulance Trusts (and potentially the Welsh Ambulance Service NHS Trust and/or the Scottish Ambulance Service, if those bodies elect to participate in the MDVS programme). The scope of the MDVS programme also includes the delivery of Vehicle Hardware to run the NMA and the replacement of TETRA radio terminals with devices that can connect to the ESN.
- HEMS: the core function of the Helicopter Emergency Medical Service (HEMS) Air Ambulance is to deliver front line medical care to patients in the pre-hospital environment. All HEMS Air Ambulances in England are operated by charities and receive their tasking via Service Recipient control rooms under terms of individual memorandums of understanding which are in place. The supplier shall provide the following services as detailed in the service requirements.

(a) implementation services

(i) mobilisation,

- (ii) implementation,
- (iii) transition;
- (b) operational services
 - (i) service management services,
 - (ii) service desk services,
 - (iii) environment management services,
 - (iv) transformative service improvement services;
- (c) ad-hoc services,
- (d) future services.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 76 500 000,00 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.2.9. Information about the limits on the number of candidates to be invited

Maximum number: 5 Objective criteria for choosing the limited number of candidates:

Please refer to the selection questionnaire guidance. The Authority will evaluate responses to the SQ and select the 5 highest ranking bidders who will be issued with an ISIT unless any other bidders are within half a percentage point (0,50 %) of the fifth placed bidder. In this case, these bidders will also be shortlisted to the next stage of the tender process.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

The initial term of the contract is 5 years. The Authority may (at its sole discretion) extend the Initial term by one or more extension periods by giving the supplier at least sixty (60) Working Days' notice before the end of the initial term or beyond (up to a maximum of 2 years). From the effective date and in accordance with the implementation plan, the supplier shall provide the services to each of the English Ambulance Trusts and any successor bodies thereto that perform any of the functions previously performed by any of the foregoing bodies:

- (a) South Western Ambulance Service NHS Foundation Trust (SWASFT),
- (b) East Midlands Ambulance Service NHS Trust (EMAS),
- (c) East of England Ambulance Service NHS Trust (EEAST),
- (d) London Ambulance Service NHS Trust (LAS),
- (e) North West Ambulance Service NHS Trust (Nwas),
- (f) Isle of Wight NHS Trust (IoW),
- (g) South Central Ambulance Service NHS Foundation Trust (SCAS),
- (h) South East Coast Ambulance Service NHS Foundation Trust (SECAmb),
- (i) West Midlands Ambulance Service University NHS Foundation Trust (WMAS),
- (j) North East Ambulance Service NHS Foundation Trust (NEAS), and
- (k) Yorkshire Ambulance Service NHS Trust (YAS).

At any time during this Agreement, the Authority is entitled to require the supplier on written notice to provide (and on receipt of such written notice, the supplier shall provide) the services (all or part thereof) to other organisations and any successor bodies thereto that perform any of the functions previously performed by any of the foregoing organisations, including:

- (a) Welsh Ambulance Service NHS Trust (WAST),
- (b) Scottish Ambulance Service (SAS),
- (c) Air Ambulance Charities, including the following:
 - (i) East Anglian Air Ambulance,
 - (ii) Essex and Herts Air Ambulance,
 - (iii) MAGPAS Air Ambulance,
 - (iv) Lincolnshire and Nottinghamshire Air Ambulance,
 - (v) London's Air Ambulance,
 - (vi) Great North Air Ambulance,
 - (vii) North West Air Ambulance,
 - viii) Thames Valley Air Ambulance,
 - (ix) Hampshire and Isle of Wight Air Ambulance,
 - (x) Kent, Surrey and Sussex Air Ambulance,
 - (xi) Cornwall Air Ambulance,
 - (xii) Devon Air Ambulance,
 - (xiii) Dorset and Somerset Air Ambulance,
 - (xiv) Great Western Air Ambulance,
 - (xv) Midlands Air Ambulance,
 - (xvi) The Air Ambulance Service,
 - (xvii) Yorkshire Air Ambulance,
 - (xviii) Wales Ambulance Service;
- (d) the other 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: <https://www.nationalfirechiefs.org.uk/Fire-and-Rescue-Services> or any replacement or successor URL.

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

List and brief description of conditions:

Please refer to selection questionnaire: Part 2: Exclusion grounds (ground for mandatory exclusion and grounds for discretionary exclusion); Part 3: Selection questionnaire.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3.

Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Please refer to key commercial principles.

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.1.4. 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

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

Date: 26/08/2020 Local time: 12:00

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

Date: 11/09/2020

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

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 12 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.3. Additional information

The Authority envisages that by the end of the term of the agreement the scope of this procurement may have broadened resulting in an estimated total contract value range of GBP 20 000 000 to GBP 76 500 000. This range includes any additional future services that may be called off under the agreement by the service recipients.

1) estimated contract value for the service partner services as set out in the agreement to all English Ambulance Trusts is GBP 20 000 000 (cumulative cost GBP 20 000 000);

2) estimated value for the optional addition of services as set out in the agreement to the Welsh Ambulance Service NHS Trust and the Scottish Ambulance Service is GBP 6 500 000 (cumulative cost by adding the cost for contract type numbered 1 and 2 together is GBP 26 500 000);

3) estimated value for the optional addition of the delivery of services and all the associated services as set out in the agreement to other service recipients and organisations set out in the procurement documents is GBP 30 000 000 (cumulative cost by adding the cost for contract type numbered 1, 2 and 3 together is GBP 56 500 000);

4) estimated value for future projects is GBP 20 000 000 (cumulative cost by adding the cost for contract type numbered 1, 2, 3 and 4 together is GBP 76 500 000). Any selection of bidders will be based solely on the criteria set out for the procurement. If a group of economic operators submit a bid, the group must nominate a lead organisation to interface with the Authority. The Authority may require the group to form a legal entity before entering into the contract in accordance with Regulation 19(6) of the Public Contracts Regulations 2015. Please note that economic operators will need to register for free through the portal referred to in Section I.1) above and obtain log-in details to access the procurement documents. Tenders and all supporting documentation must be priced in pounds sterling. The Authority is not and shall not be liable for any expenses, costs or liabilities incurred by those expressing an interest or negotiating or tendering for this contract opportunity or their associated entities or any other person. The Authority reserves the right not to award a contract, to make whatever changes it sees fit to the structure, timing and rules of the procurement process and to cancel the process in its entirety at any stage.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Ambulance Radio Programme

Postal address: Department of Health and Social Care, 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

27/07/2020