

UK-London: e-learning services  
OJ S 222/2012 17/11/2012  
Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: National Institute of Health & Clinical Excellence  
Postal address: MidCity Place, 71 High Holborn,  
Town: London  
Postal code: WC1V 6NA  
Country: United Kingdom  
E-mail: [yvonne.tutt@nice.org.uk](mailto:yvonne.tutt@nice.org.uk)  
Telephone: +44 1618703197

#### Internet address(es):

General address of the contracting authority: <http://www.nice.org.uk>

#### 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

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

E Learning Tools Tender.

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

Services

Service category No 8: Research and development services

Main site or place of performance: At suppliers premises.

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

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

Since 2005, NICE has commissioned several e-learning tools designed to support health professionals to increase their knowledge of the latest NICE guidance and to apply it in clinical and public health practice. These tools have been developed and disseminated by organisations specialising in e-learning in the clinical professions. Topics have included a wide range of clinical and public health guidance. Evaluation of these tools has demonstrated high uptake and success in improving knowledge among clinicians and managers. Qualitative feedback from participants has also been positive. Evaluation reports are available on the NICE website.

NICE wishes to continue to develop e-learning tools for a further 5 years, free of charge and accessible to all. We are inviting tenders to develop the content and host 4 tools annually for 5 years.

### **II.1.6. CPV code(s)**

80420000 E-learning services, 80590000 Tutorial services, 80561000 Health training services, 80500000 Training 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**

NICE wishes to continue to develop e-learning tools for a further 5 years, free of charge and accessible to all. We are inviting tenders to develop the content and host 4 tools annually for 5 years. Apart from creating the tools, bidders will be required to undertake amendments when required to the new tools.

The tools will be directed at health care professionals working in primary, secondary and tertiary care and/or public health staff employed in health or local authority organisations.

However, depending on the topic, the audience may need to be broadened for example to include social care professionals. The modules will be accessed free of charge to users.

The overall aim of these tools is to support primarily health professionals in the exchange and application of knowledge summarised in NICE guidance. After using these tools professionals should be:

- more aware of clinical and cost-effective strategies to manage clinical conditions and to improve clinical, public health and/or social care as summarised in the relevant NICE guidance,
- able to challenge misconceptions about implementation of the guidance,
- able to reflect and compare their own practice against recommended guidance,
- able to apply this newly acquired knowledge in their practice and address any potential barriers.

NICE will identify topics for modules based on internal needs assessment. The needs assessment will identify key implementation challenges and will be shared with the e-learning provider. Module content should take account of the key implementation challenges.

Applicants need to demonstrate a clear dissemination strategy to maximise the utilisation of the e-learning tools by the target audiences. In addition, they need to describe how they will attract the audience to make use of these e-learning tools and how they are going to

approach health care professionals. Examples of such online tools developed previously can be found on <http://www.nice.org.uk/page.aspx?o=327695>.

Tools should use a variety of e-learning techniques (e.g. video clips, interactive case histories) that are able to deliver a learning experience which enables users to meet the required objectives above. These will be obtained/produced by the successful supplier. Tools must also cater for professionals with different learning styles. The mode of delivery should encourage high usage by intended audiences, facilitated through a number of electronic links. Text, graphics and audio should be clear and concise and tools must be user-friendly, intuitive, challenging, and stimulating.

Budget -The total budget available for developing four new e-learning tools per annum plus hosting and maintaining developed tools is 48 000 GBP ex VAT per year (12 000 GBP ex VAT per new tool). From year 3 of the contract, NICE may require the update of up to 3 e-learning tools per annum. The topics of these tools will be agreed between NICE and the successful supplier. The total budget available for updating the e-learning tools is 1 000 GBP ex VAT per topic. The 250K value below is the maximum budget for all services for the 5 years.

Estimated value excluding VAT: 250 000,00 GBP

## **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**

Duration in months: 60 (from the award of the contract)

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

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### **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**

Joint & Severable.

#### **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**

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: The last three years of company accounts are required to be provided as part of your proposal. Financial Stability will be assessed as a criteria on a pass/fail basis.

#### **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**

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#### **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. Cost & Value for money. Weighting 10
2. Proven ability to develop e-learning tools to a high standard. Weighting 25
3. Experience of hosting e-learning objects for health care professionals in the UK. Weighting 25
4. Ability to demonstrate how the e-learning tools will meet the objectives specified in the specification. Weighting 25
5. Feedback reports, evaluation & utilisation of user feedback. Weighting 15

##### **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**

EL/11/2012

##### **IV.3.2. Previous publication concerning this procedure**

no

##### **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**

14.1.2013 - 16:00

##### **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.

Other: All bids are to be submitted in 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**

Date: 15.1.2013 - 09:00

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

### **Section VI: Complementary information**

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#### **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 supplier will provide a registration facility for users to enable learners to log learning for Continual Professional Development (CPD) and to enable accurate monitoring of uptake. There will be no restrictions on access to the tools, but it is expected that the supplier will be able to distinguish categories of users and their organisations.

The registration system can be standalone. There is no requirement to integrate with existing CPD systems. Suppliers must ensure that information stored is secure and must be compliant with and protected by UK Data Protections Laws.

It is expected that the e-learning facility will be available 24 hours per day, 365 days per year. The learning management system used should be compliant with SCORM technical standards for e-learning.

The successful applicant will be required to facilitate reasonable technical changes to reflect relevant NICE updates and safety and regulatory notices issued by the Medicines & Healthcare Products Regulatory Agency. Funding for this work is included in the budget allocation.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: National Institute for Health and Clinical Excellence

Postal address: Mid City Place 71 High Holborn

Town: London

Postal code: WC1V 6NA

Country: United Kingdom

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: NICE will incorporate a minimum 10 calendar days standstill period at the point information on the award of the contract is communicated to tenders. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Applicants have 2 working days from the notification of the award decision to request additional debriefing and that information has to be provided a minimum of 3 working days before the expiry of the standstill

period. Such additional information should be requested from the contracting authority named in section I.1. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2006 (SI2006 No5.) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly (generally within three months). Where a contract has not been entered

into, the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into the Court may only award damages.

**VI.4.3. Service from which information about the review procedure may be obtained**

**VI.5. Date of dispatch of this notice**

13.11.2012