

United Kingdom-Wakefield: Business and management consultancy and related services

OJ S 250/2015 26/12/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Yorkshire Ambulance Service

Postal address: Springhill 2, Brindley Way, Wakefield 41 Industrial Estate

Town: Wakefield

Postal code: WF2 0XQ

Country: United Kingdom

Contact person: Procurement Department

Internet address(es):General address of the contracting authority: www.yas.nhs.ukAddress of the buyer profile: <https://in-tendhost.co.uk/noecpc/asp/Home>**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**

Consultancy Framework — Operational Modelling, Capacity Planning & Efficient Organisation Services.

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

Services

Service category No 11: Management consulting services [6] and related services

Main site or place of performance: Wakefield — Yorkshire and the Humber.

NUTS code UKE Yorkshire and the Humber

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 several operators

Maximum number Envisaged maximum number of participants to the framework agreement
: 9

Duration of the framework agreement

Duration in years: 4

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT:

Range: between 1 800 000 and 2 400 000 GBP

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

Yorkshire Ambulance Service (YAS) NHS Trust is seeking to develop a multi-lot, multi-supplier framework for the provision of professional services in the following fields; Operational Modelling, Capacity Planning and Efficient Organisation Services. The Framework will be divided into 3 lots;

The aim of Lot 1 Blue Light Operational Modelling is to ensure that YAS has access to sufficient expertise to apply Operational Research (OR) modelling and analytical techniques to undertake research and planning activities within the Ambulance Service. The scope of this lot of the framework shall include the provision of analysis, advice and guidance, implementation and the application of suitable software consultancy. The overriding purpose is to support YAS to achieve its operational objectives.

The aim of Lot 2 Blue Light Capacity Planning is to ensure that YAS has access to sufficient expertise to allow it to identify and review its current organisational culture, working practices, and processes. The output of this work will be to provide advice to YAS to provide an improvement in capacity planning and ultimately ambulance service patient response time reliability.

The aim of Lot 3 Blue Light Efficient Organisation Services is to ensure that YAS has access to sufficient expertise to allow it to implement robust, maintainable operational strategies across the organisation over the short, medium and long term. A further aim of this framework lot is to ensure that YAS has access to sufficient expertise to allow it to identify and review its current organisational culture, working practices, and processes. The output of this work will be to provide advice to YAS to provide an improvement in organisational efficiency and ultimately ambulance service patient response time reliability.

This procurement is being carried out in accordance with the Competitive Procedure for above OJEU threshold contracts, as set out in the Public Contracts Regulations 2015.

It is anticipated that each lot will have not more than 3 awarded suppliers.

Yorkshire Ambulance Service NHS Trust (YAS) was formed on 1.7.2006 following the merger of South Yorkshire, West Yorkshire Metropolitan and Tees, East and North Yorkshire (East and North Yorkshire areas only) ambulance services.

The Trust's main roles are to:

Receive 999 calls in our virtual emergency operations centre, based on two sites in Wakefield and York, and deploy the most appropriate response to meet patients' needs. Respond to 999 calls by getting medical help to patients who have serious or life-threatening injuries or illnesses as quickly as possible. Take eligible patients to and from their hospital appointments with our non-emergency Patient Transport Service. Provide the region's NHS 111 urgent medical help and advice line.

YAS responds to over 750 000 emergency 999 and urgent calls and undertake approximately one million patient transport journeys per year across the region. The NHS 111 service for less urgent calls handles more than 1.4 m calls per year across Yorkshire and the Humber, as well as Bassetlaw, North Lincolnshire and North East Lincolnshire. The Trust also provides major

incident resilience, medical and first aid support. In addition, YAS supplies ambulance cover for private functions and public events (the private and events service), training, fleet and logistics services across an area of over 6 000 square miles.

II.1.6. CPV code(s)

79400000 Business and management consultancy and related services, 79411000 General management consultancy services, 79996000 Business organisation services, 73000000 Research and development services and related consultancy 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: yes
Tenders may be submitted for one or more 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

The framework will comprise 3 discrete lots and will be in place for an initial period of 2 years with an optional extension of 2 consecutive periods of 1 year i.e. 2y+1y+1y.
The value of each lot is estimated to be no more than GBP 200 000 per annum.

II.2.2. Information about options

Options: yes
Description of options: The framework will comprise 3 discrete lots and will be in place for an initial period of 2 years with an optional extension of 2 consecutive periods of 1 year i.e. 2y+1y+1y.
The value of each lot is estimated to be no more than GBP 200 000 per annum.
Provisional timetable for recourse to these options:
in months: 24 (from the award of the contract)

II.2.3. Information about renewals

This contract is subject to renewal: yes
Number of possible renewals: 2

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

Duration in months: 48 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Lot 1: Operational Modelling

1) Short description

The scope of Lot 1 comprises;
The provision of Operational Research skills and techniques including simulation modelling to support the Trust in ensuring that it has an effective operating model to manage patient demand, provide advice and guidance on continuous improvement of the service.
The scope will include:
The preparation and maintenance of validated emergency ambulance operational cover statistical models.
Maintenance of updated workload databases to include but not limited to; Computer Aided

Despatch (CAD), Resource Systems, and Telephony Data.

Provision of ad-hoc detailed operational analysis of demand, performance and resource capacity.

Maintenance of validated operational models to reflect recent operation i.e. baseline models. Quarterly reviews of current service and associated operating model with analysis to provide support improve outcomes for patients and end users.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79420000

Management-related services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security

3) Quantity or scope

The framework will be in place for an initial period of 2 years with an optional extension of 2 consecutive periods of 1 year i.e. 2y+1y+1y.

Estimated value excluding VAT:

Range: between 600 000 and 800 000 GBP

4) Indication about different time frame or duration

Duration in months: 48 (from the award of the contract)

5) Additional information about lots

Lot No: 2

Lot title: Lot 2 Capacity Planning

1) Short description

The scope of Lot 2 comprises;

The provision of consultancy services to support emergency service resource capacity planning. Framework suppliers will be required to provide advice, guidance and professional services to support YAS to optimise the capacity planning processes within the ambulance service.

The Trusts Capacity Planning Cycles.

The design & development of operational rotas and scheduling processes.

The review of team skills and team structures to ensuring effective Capacity Planning.

The review of organisational governance, policies and processes related to the capacity planning cycle.

Training provision and knowledge transfer of professional planning activities to Yorkshire Ambulance staff.

The initial framework duration for Lot 2 Capacity Planning will be 2 years; there will be the option to extend for 2 consecutive periods of 1 year (2y+1y+1y). The option to extend will be at the sole discretion of the Trust.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79411000 General management consultancy services, 79420000 Management-related services

3) Quantity or scope

The framework will be in place for an initial period of 2 years with an optional extension of 2 consecutive periods of 1 year i.e. 2y+1y+1y.

Estimated value excluding VAT:

Range: between 600 000 and 800 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The initial framework duration for Lot 2 Capacity Planning will be 2 years; there will be the option to extend for 2 consecutive periods of 1 year (2y+1y+1y). The option to extend will be at the sole discretion of the Trust.

Lot No: 3

Lot title: Lot 3 Efficient Organisation

1) Short description

The scope of Lot 3 comprises;

The provision of consultancy support to assist the Trust in the development and implementation of best practice organisational processes. To provide tools and techniques for service optimisation of the emergency call answering and dispatch processes.

This will include:

Analysis of the service systems and associated performance highlighting any bottle necks and inefficiencies.

Using visual tools including statistical process control graphs to support early identification of changes within the service processes and the impact of change.

To provide training and guidance to managers on performance management processes and the use of information in decision making to improve service efficiencies.

To support the reduction of variation within the call answering and dispatch processes.

To provide best practice and evidence base for process changes within the emergency call centres to optimise performance.

The aim of this lot is to ensure that YAS has access to suitable organisations to allow it to implement robust, maintainable strategies across the organisation over the short, medium and long term.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79420000

Management-related services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security

3) Quantity or scope

The initial framework duration for Lot 3 Efficient Organisation will be 2 years; there will be the option to extend for 2 consecutive periods of 1 year (2y+1y+1y). The option to extend will be at the sole discretion of the Trust.

Estimated value excluding VAT:

Range: between 600 000 and 800 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

The Contracting Authority reserve the right to require deposits and/or guarantees and/or bonds and/or another form of security. Details will be provided in the contract documents.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

To be set out in the tender documents.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

The Contracting Authority reserve the right to require groupings of service providers to take a particular legal form or to require a single provider to take primary liability or to require each party to undertake joint and several liability (where relevant).

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Service providers may be asked to actively participate in the achievement of Health and/or environmental policy objectives. Accordingly, contract performance conditions in particular may relate to Health and/or environmental considerations.

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: This procurement exercise will be conducted on the In-tend eTendering portal at: <https://in-tendhost.co.uk/noecpc/asp/Home>

Candidates wishing to be considered for this agreement must register their expression of interest and provide additional procurement specific information through this portal.

To register interest:

- 1) Go to 'Current Tender Opportunities' from the eTendering portal login page: <https://in-tendhost.co.uk/noecpc/asp/Home>

This will provide you with a full list of current tender opportunities. For the project you are interested in click on 'View Details' in the initial project view.

- 2) If you are not a registered user of In-tend follow the 'Register' tab otherwise follow the 'Login' link and enter email address and password.

- 3) From this tender management screen you will be presented with a fuller overview of the project and if interested you are able to 'Express Interest'. 'Expressing interest' is not responding to the project, you will now have to complete the questionnaire and submit your response within the timescales indicated.

- 4) Go to the 'Tenders' section and click on 'My Tenders', click on 'View Details' within the project you are interested and you will now be able access attached documents and questionnaires that require completing as part of your response. Any sections indicated in red are awaiting your completion.

Further guidance on how to access and respond to the opportunity is available in the 'Guidance for Suppliers' tab which is available for downloading from the main portal login page: <https://in-tendhost.co.uk/noecpc/asp/Buyer> Profiles

For any support in submitting your response please contact In-tend Support team at support@in-tend.co.uk (or call +44 8455578079 / 1144070065).

III.2.2. Economic and financial ability

List and brief description of conditions: This procurement exercise will be conducted on the In-tend eTendering portal at: <https://in-tendhost.co.uk/noecpc/asp/Home>

Candidates wishing to be considered for this agreement must register their expression of interest and provide additional procurement specific information through this portal.

To register interest:

1) Go to 'Current Tender Opportunities' from the eTendering portal login page: <https://in-tendhost.co.uk/noecpc.aspx/Home>

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3) From this tender management screen you will be presented with a fuller overview of the project and if interested you are able to 'Express Interest'.

'Expressing interest' is not responding to the project, you will now have to complete the questionnaire and submit your response within the timescales indicated.

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For any support in submitting your response please contact In-tend Support team at support@in-tend.co.uk (or call +44 8455578079 / 1144070065).

Minimum level(s) of standards possibly required: In accordance with the Public Contracts Regulations 2015 and as stated in the tender documentation which is available from <https://in-tendhost.co.uk/noecpc.aspx/Home>.

Minimum level(s) of standards possibly required:

Pass/Fail elements relating to technical capability, quality assurance, TUPE, organisational compliance with primary legislation, health and safety, insurance cover, subcontracting, financial stability.

III.2.3. Technical and professional ability

List and brief description of conditions:

In accordance with the Public Contracts Regulations 2015 and as set out in the ITT which is available from <https://in-tendhost.co.uk/noecpc.aspx/Home>

Minimum level(s) of standards possibly required:

Pass/Fail elements relating to technical capability, quality assurance, TUPE, organisational compliance with primary legislation, health and safety, insurance cover, subcontracting, financial stability.

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: no

Section IV: Procedure

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 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

YAS 01054

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

29.1.2016 - 12:00

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 29.1.2016 - 12:10

Place:

ITT submissions will be opened through the <https://in-tendhost.co.uk/noecpc.aspx/Home> eTendering system after the deadline has passed.

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: A member of the eTendering team authorised to use the eTendering system.

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 intends to use an eTendering system in this procurement exercise. HM Government requires that tender documentation issued by government departments for contracts with a value exceeding 10 000 GBP over the life of the contract be published on-line (<https://www.gov.uk/contracts-finder>) for the general public. The resulting contract is also published.

The Contracting Authority reserve the right to cancel the procurement process at any time and /or not to award the contract as a result of this procurement exercise.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: The Contracting Authority will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days provides for unsuccessful tenderers to challenge the award decision before a contract is entered into. The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the Regulations to take action in the High Court (England, Wales and Northern Ireland).

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

VI.5. Date of dispatch of this notice

23.12.2015