

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

OJ S 222/2019 18/11/2019

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS England

Postal address: Quarry House, Quarry Hill

Town: Leeds

NUTS code: UK United Kingdom

Postal code: LS2 7UE

Country: United Kingdom

E-mail: hssf.refresh@nhs.net

Internet address(es):

Main address: <https://www.england.nhs.uk>

Address of the buyer profile: <https://nhsengland.bravosolution.co.uk/web/login.html>

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://nhsengland.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.nhsengland.bravosolution.co.uk>

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

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Health Systems Support Framework

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 NHS is moving towards a more integrated model of care delivery through Integrated Care Systems (ICS). The Health Systems Support Framework (HSSF) was established to provide a mechanism for ICS and other health and social care organisations to access the support and services they need to transform how they deliver care. It focuses on specialist solutions that enable the digitisation of services and the use of data to drive proactive population health management approaches across Primary Care Networks (PCNs) and integrated provider teams. NHS England are looking to re-procure some of the services within the Health Systems Support Framework to allow for updates to its scope and to give new suppliers an opportunity to bid. Further details, including a description of the services, is provided in the ITT documents available at the address above and Section V1: complementary information of this notice.

II.1.5. Estimated total value

Value excluding VAT: 700 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for one lot only

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

A bidder may not hold a place on the main service Lot and on Lot 0 at the same time.

Bidders, in addition, will be appointed to the Framework Lot in respect of all deliverables falling within the lot to which they are appointed. As such, bidders may be awarded a framework agreement covering:

Lot 0 and the Framework Lot; or

Main Service Lot and the Framework Lot.

II.2. Description

II.2.1. Title

Lot 0: Innovation Greenhouse

Lot No: 0

II.2.2. Additional CPV code(s)

30200000 Computer equipment and supplies, 32410000 Local area network, 32420000 Network equipment, 32430000 Wide area network, 32500000 Telecommunications equipment and supplies, 48000000 Software package and information systems, 48180000 Medical software package, 48211000 Platform interconnectivity software package, 48331000 Project management software package, 48332000 Scheduling software package, 48400000 Business transaction and personal business software package, 48440000 Financial analysis and accounting software package, 48451000 Enterprise resource planning software package, 48460000 Analytical, scientific, mathematical or forecasting software package, 48461000 Analytical or scientific software package, 48462000 Mathematical or forecasting software package, 48463000 Statistical software package, 48480000 Sales, marketing and business intelligence software package, 48482000 Business intelligence software package, 48490000 Procurement software package, 48514000 Remote access software package, 48600000 Database and operating software package, 48610000 Database systems, 48710000 Backup or recovery software package, 48730000 Security software package, 48760000 Virus protection software package, 48800000 Information systems and servers, 48810000 Information systems, 48812000 Financial information systems, 48813100 Electronic bulletin boards, 48814000 Medical information systems, 48814100 Nursing information system, 48814200 Patient-administration system, 48814300 Theatre management system, 48814400

Clinical information system, 48820000 Servers, 66171000 Financial consultancy services, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72212180 Medical software development services, 72212211 Platform interconnectivity software development services, 72212330 Scheduling and productivity software development services, 72212440 Financial analysis and accounting software development services, 72212460 Analytical, scientific, mathematical or forecasting software development services, 72212482 Business intelligence software development services, 72220000 Systems and technical consultancy services, 72221000 Business analysis consultancy services, 72222000 Information systems or technology strategic review and planning services, 72222300 Information technology services, 72223000 Information technology requirements review services, 72224000 Project management consultancy services, 72225000 System quality assurance assessment and review services, 72226000 System software acceptance testing consultancy services, 72227000 Software integration consultancy services, 72228000 Hardware integration consultancy services, 72240000 Systems analysis and programming services, 72242000 Design-modelling services, 72246000 Systems consultancy services, 72250000 System and support services, 72251000 Disaster recovery services, 72253000 Helpdesk and support services, 72254000 Software testing, 72260000 Software-related services, 72300000 Data services, 72310000 Data-processing services, 72313000 Data capture services, 72314000 Data collection and collation services, 72315000 Data network management and support services, 72316000 Data analysis services, 72317000 Data storage services, 72318000 Data transmission services, 72320000 Database services, 72330000 Content or data standardization and classification services, 72500000 Computer-related services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72800000 Computer audit and testing services, 73000000 Research and development services and related consultancy services, 75122000 Administrative healthcare services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79300000 Market and economic research; polling and statistics, 79311100 Survey design services, 79311200 Survey conduction services, 79311300 Survey analysis services, 79400000 Business and management consultancy and related services, 79410000 Business and management consultancy services, 79419000 Evaluation consultancy services, 79421000 Project-management services other than for construction work , 79990000 Miscellaneous business-related services, 79996000 Business organisation services, 80500000 Training services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Lot 0 provides a mechanism for suppliers of innovative solutions within the scope of the framework agreement to bid to provide their innovation through the HSSF. Innovations must address a health and/or social care challenge within one of the framework agreement service lines as follows and as further described in the ITT:

Local health and care records, including:

- strategy support,
- implementation support,
- infrastructure.

Informatics, analytics and digital tools for population health, business and clinical intelligence, including:

- population health intelligence,
- business and clinical intelligence,

— research tools.

Tools and applications that support direct patient care, including:

- decision support tools,
- Integrated care co-ordination and management.

Surveys:

- surveys.

Transformation and change, including:

- development of service change and reconfiguration proposals,
- transformation project and programme management,
- organisational redesign, governance and payment and contract reform,
- workforce and leadership development support,
- specialist support for ICS development at system, place and neighbourhood level.

Patient empowerment and activation, including:

- support for implementing shared decision making and self-care programmes,
- support implementing personal health budgets and Integrated Personal Commissioning,
- digital and remote technology,
- personal health records.

System optimisation, including:

- Patient pathway optimisation and care model design,
- Patient flow solutions (including Control Centres),
- Digitisation of NHS Continuing Healthcare,
- Workforce deployment and e-rostering.

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

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

It is expected that the services within the scope of the HSSF will be refreshed regularly. Each refresh will be the subject of a new contract notice published in OJEU allowing new organisations to bid for a place on the HSSF from the refresh date.

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

II.2. Description

II.2.1. Title

Main Framework

II.2.2. Additional CPV code(s)

30200000 Computer equipment and supplies, 32410000 Local area network, 32420000 Network equipment, 32430000 Wide area network, 32500000 Telecommunications equipment and supplies, 48000000 Software package and information systems, 48180000 Medical software package, 48211000 Platform interconnectivity software package, 48331000 Project management software package, 48332000 Scheduling software package, 48400000 Business transaction and personal business software package, 48440000 Financial analysis and accounting software package, 48451000 Enterprise resource planning software package, 48460000 Analytical, scientific, mathematical or forecasting software package, 48461000 Analytical or scientific software package, 48462000 Mathematical or forecasting software package, 48463000 Statistical software package, 48480000 Sales, marketing and business intelligence software package, 48482000 Business intelligence software package, 48490000 Procurement software package, 48514000 Remote access software package, 48600000 Database and operating software package, 48610000 Database systems, 48710000 Backup or recovery software package, 48730000 Security software package, 48760000 Virus protection software package, 48800000 Information systems and servers, 48810000 Information systems, 48812000 Financial information systems, 48813100 Electronic bulletin boards, 48814000 Medical information systems, 48814100 Nursing information system, 48814200 Patient-administration system, 48814300 Theatre management system, 48814400 Clinical information system, 48820000 Servers, 66171000 Financial consultancy services, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72212180 Medical software development services, 72212211 Platform interconnectivity software development services, 72212330 Scheduling and productivity software development services, 72212440 Financial analysis and accounting software development services, 72212460 Analytical, scientific, mathematical or forecasting software development services, 72212482 Business intelligence software development services, 72220000 Systems and technical consultancy services, 72221000 Business analysis consultancy services, 72222000 Information systems or technology strategic review and planning services, 72222300 Information technology services, 72223000 Information technology requirements review services, 72224000 Project management consultancy services, 72225000 System quality assurance assessment and review services, 72226000 System software acceptance testing consultancy services, 72227000 Software integration consultancy services, 72228000 Hardware integration consultancy services, 72240000 Systems analysis and programming services, 72242000 Design-modelling services, 72246000 Systems consultancy services, 72250000 System and support services, 72251000 Disaster recovery services, 72253000 Helpdesk and support services, 72254000 Software testing, 72260000 Software-related services, 72300000 Data services, 72310000 Data-processing services, 72313000 Data capture services, 72314000 Data collection and collation services, 72315000 Data network management and support services, 72316000 Data analysis services, 72317000 Data storage services, 72318000 Data transmission services, 72320000 Database services, 72330000 Content or data standardization and classification services, 72500000 Computer-related services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72800000 Computer audit and testing services, 73000000 Research and development services and related consultancy services, 75122000 Administrative healthcare services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79300000 Market and economic research; polling and statistics, 79311100 Survey design services, 79311200 Survey conduction services, 79311300 Survey analysis services, 79400000 Business and management consultancy and related

services, 79410000 Business and management consultancy services, 79419000 Evaluation consultancy services, 79421000 Project-management services other than for construction work , 79990000 Miscellaneous business-related services, 79996000 Business organisation services, 80500000 Training services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

The main framework covers a number of service categories and service lines set out below. Each heading below represents a Service category and within that heading relevant service lines. A full description of all service lines is provided within the ITT documents:

Local Health and care records, including:

- strategy support,
- implementation support,
- infrastructure.

Informatics, analytics and digital tools for population health, business and clinical intelligence, including:

- population health intelligence,
- business and clinical intelligence,
- research tools.

Tools and applications that support direct patient care, including:

- decision support tools,
- integrated care co-ordination and management.

Surveys:

- surveys.

Transformation and change, including:

- development of service change and reconfiguration proposals,
- transformation project and programme management,
- organisational redesign, governance and payment and contract reform,
- workforce and leadership development support,
- specialist support for ICS development at system, place and neighbourhood level.

Patient empowerment and activation, including:

- support for implementing shared decision making and self-care programmes,
- support implementing personal health budgets and Integrated Personal Commissioning,
- digital and remote technology,
- personal Health Records.

System optimisation, including:

- patient pathway optimisation and care model design,
- patient flow solutions (including control centres),
- digitisation of NHS continuing healthcare,
- workforce deployment and e-rostering.

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

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

It is expected that the services within the scope of the HSSF will be refreshed regularly. Each refresh will be the subject of a new contract notice published in OJEU allowing new organisations to bid for a place on the HSSF from the refresh date.

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

II.2. Description

II.2.1. Title

Framework Lot
Lot No: 2

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

The framework agreement covers a number of service categories and service lines set out below. Each heading below represents a service category and within that heading relevant service lines. A full description of all service lines is provided within the ITT documents. Any supplier awarded a place on either Lot 0 or the main Framework Lot for any of the service lines listed below will also be placed on the Framework Lot with regards to those service lines to which they have been accredited. The Framework Lot is not open to separate bids. Places on the Framework Lot will be achieved by successfully bidding for a place on Lot 0 or the Main Framework Lot.

Local health and care records, including:

- strategy support,
- implementation support,
- infrastructure.

Informatics, analytics and digital tools for Population Health, Business and Clinical Intelligence, including:

- population health intelligence,
- business and clinical intelligence,
- research tools.

Tools and applications that support direct patient care, including:

- decision support tools,
- integrated care co-ordination and management.

Surveys:

- surveys.

Transformation and change, including:

- development of service change and reconfiguration proposals,
- transformation project and programme management,
- organisational redesign, governance and payment and contract reform,
- workforce and leadership development support,
- specialist support for ICS development at system, place and neighbourhood level.

Patient empowerment and activation, including:

- support for implementing shared decision making and self-care programmes,
- support implementing personal health budgets and Integrated Personal Commissioning,
- digital and remote technology,
- personal Health records.

System optimisation, including:

- patient pathway optimisation and care model design,
- patient flow solutions (including Control Centres),
- digitisation of NHS Continuing Healthcare,
- workforce deployment and e-rostering.

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

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The Framework Lot will be renewed in line with the refresh of Lot 0 and/or the Main Framework Lot in respect of any service lines within the scope of the HSSF.

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

List and brief description of conditions:

See ITT documentation for further information.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

List and brief description of selection criteria:

As set out in the ITT, which is available in the address stated in Section VI).

Minimum level(s) of standards possibly required:

As set out in the ITT, which is available in the address stated in Section VI).

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators. In the case of framework agreements, provide justification for any duration exceeding 4 years:

N/A

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: [2019/S 164-402760](#)

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

Date: 16/12/2019 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: 16/12/2019 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

It is expected that services within the scope of the HSSF will be refreshed regularly. Those services within the scope of the HSSF which are not within the scope of this current call for competition are expected to be competed during 2020.

VI.3. Additional information

1) NHS England as a contracting authority established the Health Systems Support Framework during 2018. The HSSF acts as an umbrella arrangement for all framework agreements established for services within the scope of the HSSF and indicated as being part of the HSSF arrangements;

- 2) The current framework agreement is for the service lines set out within this contract notice, as further described in the ITT documents and will form part of the HSSF;
- 3) NHS England intends to establish this framework agreement for use by or on behalf of itself and other UK public sector bodies in England, Scotland, Wales and Northern Ireland (including any future successor organisation(s) to the functions exercised by any such organisation(s)). It is also anticipated that non-contracting authorities will be permitted to access the framework agreement;
- 4) The framework agreement may be accessed by the public sector bodies listed within the ITT documents, to the extent that they are engaged in the management and/or support of the health, care and/or wellbeing of populations within the UK or for which they are responsible;
- 5) Reference to health and/or social care services within this notice and the ITT documentation includes but is not limited to: primary care services, secondary care services, mental health services, community care services, tertiary care services, social care services and public health services;
- 6) Any interested suppliers will be required to register via our online portal at: <https://nhsengland.bravosolution.co.uk/web/login.html> (Project reference: tender — 4185 — HSSF — 2019) where the ITT documents will be accessible. A single ITT has been set up (ITT reference: ITT — 758 — HSSF — 2019) covering all service requirements. Bidders must register for this ITT where they are interested in bidding to provide any of the services within the scope of this framework. This portal will be the channel used for issue of further information relating to this ITT;
- 7) It is expected that the HSSF and services within the scope of the HSSF will be refreshed regularly. Each refresh will be the subject of a new contract notice published in OJEU allowing new organisations to bid for a place on the framework from the refresh date. For existing accredited entities, the refresh process has been streamlined, allowing previous accredited capabilities to be carried forward.
- 8) This framework agreement will be awarded for 4 years. However from the point that a service line within the HSSF is refreshed, it is anticipated that the framework agreement covering that refreshed service line will be accessed by any participating authorities wishing to use the HSSF for those services. Further competitions that have commenced prior to a refresh date may be concluded;
- 9) It is anticipated that where the call-off requirements of a participating framework customer fall under more than one service line, suppliers of those services will be able to submit a bid with another accredited supplier or suppliers on the framework agreement where in combination the suppliers are appointed to all the relevant service lines. This will strengthen and streamline the response to customers of the framework. When submitting any such bid the supplier and such supplier(s) shall do so either:
 - (a) as co-bidders and such suppliers will be jointly and severally liable for each and every obligation and liability under the relevant Call-Off Contract; or
 - (b) with one of the suppliers as a prime contractor (contracting with the relevant procuring customer) and subcontracting obligations to the other suppliers as their sub-contractors.
- 10) For the avoidance of doubt any suppliers submitting a joint bid must have been appointed to the framework agreement for the relevant service lines which they are to provide in the relevant bid submitted. No supplier shall be allowed to deliver services and capabilities that they have not been accredited to do so.

VI.4. Procedures for review

VI.4.1. Review body

Official name: See VI.4.3

Town: See VI.4.3

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

The contracting authority will incorporate a minimum ten day standstill period at the point information on the decision to award the contract is communicated to bidders. Any bidder wishing to appeal the decision to award the contract, or after the award of the contract appeal the contract, shall have the rights set out in Part 3 of the Public Contracts Regulations 2015.

VI.5. Date of dispatch of this notice

14/11/2019