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Tender

## **Volunteering Management System for Healthcare Improvement Scotland**

Healthcare Improvement Scotland

NHS Ayrshire & Arran

NHS Borders

Dumfries and Galloway Health Board

NHS Fife

NHS Forth Valley

NHS Grampian

NHS Greater Glasgow and Clyde

NHS Highland

NHS Western Isles

NHS Lanarkshire

Lothian Health Board

NHS Orkney

NHS Shetland

NHS Tayside

Scottish Ambulance Service

NHS Golden Jubilee

The State Hospitals Board for Scotland

NHS 24

NHS Education for Scotland

The Common Services Agency (more commonly known as NHS National Services Scotland) (NSS)

Public Health Scotland

F02: Contract notice

Notice identifier: 2024/S 000-035329

Procurement identifier (OCID): ocds-h6vhtk-04b2ef

Published 31 October 2024, 12:42pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Healthcare Improvement Scotland

National Headquarters Gyle Square, South Gyle Crescent,

Edinburgh

EH12 9EB

#### **Contact**

Alex Little

#### **Email**

[Alex.little1@nhs.scot](mailto:Alex.little1@nhs.scot)

#### **Telephone**

+44 7747768959

#### **Country**

United Kingdom

#### **NUTS code**

UKM75 - Edinburgh, City of

#### **Internet address(es)**

Main address

<http://healthcareimprovementscotland.org>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00363](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00363)

## **I.1) Name and addresses**

NHS Ayrshire & Arran

Eglinton House, Ailsa Hospital, Dalmellington Road

Ayr

KA6 6AB

### **Email**

[procurement@aapct.scot.nhs.uk](mailto:procurement@aapct.scot.nhs.uk)

### **Telephone**

+44 1294323219

### **Country**

United Kingdom

### **NUTS code**

UKM94 - South Ayrshire

### **Internet address(es)**

Main address

<http://www.nhsaaa.net>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00060](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00060)

## **I.1) Name and addresses**

NHS Borders

Borders General Hospital

Melrose

TD6 9BS

**Email**

[alistair.meikle@borders.scot.nhs.uk](mailto:alistair.meikle@borders.scot.nhs.uk)

**Telephone**

+44 1896826339

**Country**

United Kingdom

**NUTS code**

UKM91 - Scottish Borders

**Internet address(es)**

Main address

<http://www.nhsborders.org.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11162](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11162)

**I.1) Name and addresses**

Dumfries and Galloway Health Board

Mountainhall Treatment Centre, Bankend Road

Dumfries

DG1 4AP

**Email**

[dg.feedback2@nhs.scot](mailto:dg.feedback2@nhs.scot)

**Telephone**

+44 1387246246

**Country**

United Kingdom

**NUTS code**

UKM92 - Dumfries & Galloway

**Internet address(es)**

Main address

[www.nhsdg.co.uk](http://www.nhsdg.co.uk)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00065](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00065)

**I.1) Name and addresses**

NHS Fife

Queen Margaret Hospital, Whitefield Road

Dunfermline

KY12 0SU

**Email**

[paula.lee@nhs.scot](mailto:paula.lee@nhs.scot)

**Telephone**

+44 1592657320

**Country**

United Kingdom

**NUTS code**

UKM72 - Clackmannanshire and Fife

**Internet address(es)**

Main address

<http://www.nhsfife.org>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00185](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00185)

**I.1) Name and addresses**

NHS Forth Valley

Trust Headquarters, Carseview Castle Business Park

Stirling

FK9 4SW

**Email**

[david.logie@nhs.scot](mailto:david.logie@nhs.scot)

**Telephone**

+44 1786463031

**Country**

United Kingdom

**NUTS code**

UKM76 - Falkirk

## **Internet address(es)**

Main address

<http://www.nhsforthvalley.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00067](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00067)

## **I.1) Name and addresses**

NHS Grampian

Summerfield House, 2 Eday Road

Aberdeen

AB15 6RE

### **Email**

[grampian@nhs.scot](mailto:grampian@nhs.scot)

### **Telephone**

+44 3454566000

### **Country**

United Kingdom

### **NUTS code**

UKM50 - Aberdeen City and Aberdeenshire

## **Internet address(es)**

Main address

<http://www.nhsgrampian.org>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00200](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00200)

## **I.1) Name and addresses**

NHS Greater Glasgow and Clyde

Procurement Department, Glasgow Royal Infirmary, 84 Castle Street

Glasgow

G4 0SF

### **Email**

[ggc.supplierenquiries@ggc.scot.nhs.uk](mailto:ggc.supplierenquiries@ggc.scot.nhs.uk)

### **Telephone**

+44 1412015388

### **Country**

United Kingdom

### **NUTS code**

UKM82 - Glasgow City

### **Internet address(es)**

Main address

<http://www.nhsggc.scot/about-us/procurement/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10722](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722)

## **I.1) Name and addresses**



NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

**Email**

[nhsh.tenders@nhs.scot](mailto:nhsh.tenders@nhs.scot)

**Telephone**

+44 7929069647

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00302](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302)

**I.1) Name and addresses**

NHS Western Isles

37 South Beach Street, Stornoway

Isle of Lewis

HS1 2BB

**Email**

[adrian.trevor@nhs.scot](mailto:adrian.trevor@nhs.scot)

**Telephone**

+44 1851708154

**Fax**

+44 1851704405

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.wihb.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00090](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00090)

**I.1) Name and addresses**

NHS Lanarkshire

NHS Lanarkshire Headquarters, Kirklands, Fallside Road

Bothwell

G71 8BB

**Email**

[procurementenquiries@lanarkshire.scot.nhs.uk](mailto:procurementenquiries@lanarkshire.scot.nhs.uk)

**Telephone**

+44 1698752649

**Fax**

+44 1851704405

**Country**

United Kingdom

**NUTS code**

UKM8 - West Central Scotland

**Internet address(es)**

Main address

<http://www.nhslanarkshire.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00297](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00297)

**I.1) Name and addresses**

Lothian Health Board

Procurement Headquarters, Waverley Gate 2-4 Waterloo Place

Edinburgh

EH1 3EG

**Email**

[jill.shearer@nhs.scot](mailto:jill.shearer@nhs.scot)

**Telephone**

+44 7966119862

**Fax**

+44 1851704405

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nhsllothian.scot.nhs.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00326](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00326)

**I.1) Name and addresses**

NHS Orkney

The Balfour, New Foreland Road

Kirkwall

KW15 1NZ

**Email**

[ork-hb.feedback@nhs.net](mailto:ork-hb.feedback@nhs.net)

**Telephone**

+44 1856888226

**Fax**

+44 1851704405

**Country**

United Kingdom

**NUTS code**

UKM65 - Orkney Islands

**Internet address(es)**

Main address

<http://www.ohb.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00368](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00368)

**I.1) Name and addresses**

NHS Shetland

Montfield, Burgh Road

Lerwick

ZE1 0LA

**Email**

[shet-hb.information@nhs.scot](mailto:shet-hb.information@nhs.scot)

**Telephone**

+44 01595743029

**Fax**

+44 01595696727

**Country**

United Kingdom

**NUTS code**

UKM66 - Shetland Islands

**Internet address(es)**

Main address

<http://www.shb.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00401](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00401)

**I.1) Name and addresses**

NHS Tayside

Ninewells Hospital

Dundee

DD1 9SY

**Email**

[neil.tough@nhs.scot](mailto:neil.tough@nhs.scot)

**Telephone**

+44 1382660111

**Fax**

+44 01595696727

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nhstayside.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00154](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00154)

**I.1) Name and addresses**

Scottish Ambulance Service

National Headquarters, Gyle Square, South Gyle Crescent

Edinburgh

EH12 9EB

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[Alex.little1@nhs.scot](mailto:Alex.little1@nhs.scot)

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+44 01313140090

**Fax**

+44 01595696727

**Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

<http://www.scottishambulance.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00393](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00393)

**I.1) Name and addresses**

NHS Golden Jubilee

Golden Jubilee National Hospital Beardmore Street, Agamemnon Street

Clydebank

G81 4DY

**Email**

[jennifer.hutchison@gjnh.scot.nhs.uk](mailto:jennifer.hutchison@gjnh.scot.nhs.uk)

**Telephone**

+44 1419515000

**Fax**

+44 1419515761



**Country**

United Kingdom

**NUTS code**

UKM81 - East Dunbartonshire, West Dunbartonshire and Helensburgh & Lomond

**Internet address(es)**

Main address

<http://www.nhsgoldenjubilee.co.uk/home/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00199](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00199)

**I.1) Name and addresses**

The State Hospitals Board for Scotland

110 Lampits Road, Carstairs

Lanark

ML11 8RP

**Email**

[stuart.paterson3@nhs.scot](mailto:stuart.paterson3@nhs.scot)

**Telephone**

+44 1555842177

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM95 - South Lanarkshire

**Internet address(es)**

Main address

<http://www.tsh.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00161](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00161)

**I.1) Name and addresses**

NHS 24

Golden Jubilee National Hosp, Agamenmon Street

Glasgow

G81 4DY

**Contact**

Alex Little

**Email**

[Alex.little1@nhs.scot](mailto:Alex.little1@nhs.scot)

**Telephone**

+44 7747768959

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

[www.nhs24.com](http://www.nhs24.com)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00230](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00230)

**I.1) Name and addresses**

NHS Education for Scotland

2nd Floor, Westport, 102 Westport

EDINBURGH

EH3 9DN

**Contact**

Alex Little

**Email**

[tenders@nes.scot.nhs.uk](mailto:tenders@nes.scot.nhs.uk)

**Telephone**

+44 1316563200

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

<http://www.nes.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA13002](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13002)

**I.1) Name and addresses**

The Common Services Agency (more commonly known as NHS National Services Scotland) (NSS)

1 South Gyle Crescent

Edinburgh

EH12 9EB

**Contact**

Alex Little

**Email**

[nss.ssgovernance@nhs.scot](mailto:nss.ssgovernance@nhs.scot)

**Telephone**

+44 1312756000

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11883](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883)

**I.1) Name and addresses**

Public Health Scotland

Gyle Square, 1 South Gyle Crescent

Edinburgh

EH12 9EB

**Contact**

Alex Little

**Email**

[kris.lindsay@nhs.scot](mailto:kris.lindsay@nhs.scot)

**Telephone**

+44 1312757454

**Fax**

+44 1419515761

## **Country**

United Kingdom

## **NUTS code**

UKM75 - Edinburgh, City of

## **Internet address(es)**

Main address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30441](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30441)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30441](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30441)

## **I.2) Information about joint procurement**

The contract involves joint procurement

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Health

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Volunteering Management System for Healthcare Improvement Scotland

Reference number

HIS/2024/826

#### II.1.2) Main CPV code

- 48000000 - Software package and information systems

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

As part of its transformation programme, Healthcare Improvement Scotland (HIS) is seeking to procure a new Volunteer Management System (VMS) and associated configuration and migration support, plus maintenance and ongoing technical support.

The VMS will form the core automation support for the full volunteering lifecycle and will be implemented as the national solution for managing volunteering across NHS Scotland.

#### II.1.5) Estimated total value

Value excluding VAT: £382,000

#### II.1.6) Information about lots

This contract is divided into lots: No

### II.2) Description

#### II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems



- 48100000 - Industry specific software package
- 72222300 - Information technology services

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

Main site or place of performance

All NHS Health Boards and Special Boards across Scotland.

### **II.2.4) Description of the procurement**

#### **2.3 Scope of Service**

Configuration, licensing and ongoing support of a VMS service for the duration of the contract.

Consultancy services to help set up the new service and transition our operation to the new VMS.

The service must be capable of supporting a user base as indicated below:

3 x National Reporter - access to national reports and customisable reporting but only of national data. There is no access to individual volunteer records.

22 x Board Superuser - one for each NHS board. Read-only access to board-wide information (includes local audit trails). Used to provide Board-wide reports and resetting passwords for Board users. Can also be used in situations where a Volunteer Manager is unavailable and access to information is necessary, e.g. emergency situation where an emergency contact must be contacted.

150 x Volunteer Manager - Voluntary Services Managers and other staff within NHS boards who manage volunteers. Only able to enter, access and modify data from their own NHS board.

25 x Volunteer Administrator - Data entry and amendment role. Only able to enter, access and modify data relating to their own NHS board.

25 x Reporter - Access to reporting functions only – only able to access information from their own NHS board. No volunteer data visible and only general reports are available.

6000 x Volunteers – able to update their own record, book training, update activity, provide feedback. No visibility of other volunteer records.

The solution will be procured by one legal entity (Healthcare Improvement Scotland) but used by staff and volunteers across NHS Scotland which is a collection of NHS boards that are themselves legal entities.

### **II.2.5) Award criteria**

Quality criterion - Name: Added value / Weighting: 9

Quality criterion - Name: Quality / Weighting: 61

Price - Weighting: 30

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

One (1) twelve (12) month optional extension is available on this agreement.

### **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

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

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Minimum level(s) of standards possibly required

Economic and financial standing — yearly turnover.

The bidder should provide its (“general”) yearly turnover for the last 3 years.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded contract,

the types and levels of insurance indicated below.

Employers (compulsory) liability insurance 2 000 000 GBP minimum.

Public liability insurance 5 000 000 GBP minimum.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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

2 December 2024

Local time

12:00pm

### **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**

Tender must be valid until: 31 March 2025

### **IV.2.7) Conditions for opening of tenders**

Date

2 December 2024

Local time

12:00pm

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: No

### VI.3) Additional information

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 57004. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:779238)

### VI.4) Procedures for review

#### VI.4.1) Review body

Sheriff Court Edinburgh

Edinburgh

EH1

Country

United Kingdom

#### VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Authority will notify economic operators who submitted a tender or (where no deselection notification has previously been made) applied to be selected to tender, of its decision to award the Framework Agreement which notification will contain among other information, a summary of the reasons why the economic operators was unsuccessful.

The notification will incorporate a “standstill period” of a minimum of 10 clear calendar days (or a minimum of 15 if the communication method used is not electronic) between the date on which the Authority dispatches the notice(s) and the date on which the Authority proposes to conclude the relevant Framework Agreement.

The bringing of court proceedings against the Authority during the standstill period will

automatically continue the prohibition on entering into the Framework Agreement until the court proceedings are determined, discontinued or disposed of, or the court, by interim order, brings to an end the prohibition.

The remedies that may be awarded by the courts before the Framework Agreement has been entered into include the setting aside of the

decision to award the Framework Agreement to the winning tenderer(s). The bringing of court proceedings against the Authority after the

Framework Agreement has been entered into will not affect the Framework Agreement unless grounds for the imposition of special penalties under the Public Contracts (Scotland) Regulations 2015 can be established. Otherwise the remedies that may be awarded by the courts where the framework agreement has been entered into are limited to the award of damages.