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Contract

## **Student Award System**

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F03: Contract award notice

Notice identifier: 2023/S 000-000126

Procurement identifier (OCID): ocds-h6vhtk-02d57f

Published 4 January 2023, 10:17am

## **Section I: Contracting authority**

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

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

#### **Email**

[Michael.Veasey@wales.nhs.uk](mailto:Michael.Veasey@wales.nhs.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://nwssp.nhs.wales/>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0221](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221)

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

The contract is awarded by a central purchasing body

**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**

Student Award System

Reference number

AW049

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

The purpose of the Student Awards System is to manage the processing of student bursary applications. The Student Awards Service Team process circa 9,600 student applications a year and receive circa 12,000 phone calls a year.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKL - Wales

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

The purpose of the Student Awards System is to manage the processing of student bursary applications. The Student Awards Service Team process circa 9,600 student applications a year and receive circa 12,000 phone calls a year.

The project scope will focus on the Students Awards Service and Student Streamlining Service within the Employment Services Division of NWSSP and will engage with key stakeholders such as Students, Higher Education Institutes and Commissioning body Health Education and Improvement Wales (HEIW).

The overall project scope is to provide a procured framework for Shared Services to draw down a Student Bursary Application solution to support the management of bursary applications and contribute to improving the bursary application experience for Healthcare Students. In addition to that, the solution is required to support a number of additional service efficiencies that have been identified and present timely opportunities to align with other key initiatives such as Student Streamlining. The solution will also be required to support the delivery of our entire services for Healthcare Students and stakeholders in both Welsh & English throughout each stage of the solution.

### **DELIVERABLES**

The key deliverables for the Student Awards Bursary System will be bilingual & based on the following:

1. Implement, test & go live achieved before 31st March 2022 – Bursary solution.
2. Implement, test & go live Student Streamlining module – Autumn 2022. Interface will be required for this module.

3. Receive online student applications.
4. Request evidence to support the student application.
5. Enable assessment of the application and evidence by the service.
6. Adhere to Information Governance policies and procedures where applicable and maintains confidentiality.
7. Communicate application outcomes to students.
8. Provide knowledge management to students via solution.
9. The solution must be able to function in Welsh and English for students and operational stakeholders applying the same functionality principles at each stage of the solution and comply with Welsh Language Measure Act 2011 & Welsh Language Standards 2018.
10. Ability to monitor progress & performance through stages of student bursary pathway.
11. Digital dashboard that is interoperable for key end user & stakeholder.
  - i. Student dashboard
  - ii. Team dashboard
  - iii. Manager dashboard
  - iv. Stakeholder view
12. Suite of standard & customisable reporting based on business rules highlighting for example performance delays / bottlenecks within pathway with an ability to directly link with non-compliance records (drill down). This function would be available to the administrator licence.
13. Ability to interface with other NHS organisational systems (details of systems below).
14. Document management functionality & sharing across stakeholder group.
15. The solution must be the source of all communication and multi - faceted in respect of managing notifications, email, intelligent FAQ system.
16. Functionality to sign up to terms & conditions to an identifiable category of students. This function will also need to support multiple versions of the terms and conditions.

- 17. Push workload. For example re-assigning workload.
- 18. Solution must maximise use of technology to validate evidence.
- 19. Chatbot technology with AI.
- 20. Cloud based solution.
- 21. Compatible with Microsoft 365.

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

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

#### **II.2.11) Information about options**

Options: Yes

Description of options

See tender documentation for optional extras which may or may not be utilised during the contract duration.

#### **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 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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-019985](#)

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## **Section V. Award of contract**

### **Contract No**

AW049

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:127848)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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+44 2079477501

Country

United Kingdom