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Tender

IT Service Management System

Herefordshire and Worcestershire Health & Care NHS Trust

F02: Contract notice

Notice identifier: 2024/S 000-000547

Procurement identifier (OCID): ocds-h6vhtk-042b73

Published 8 January 2024, 3:32pm

Section I: Contracting authority

I.1) Name and addresses

Herefordshire and Worcestershire Health & Care NHS Trust

2 Kings Court, Charles Hastings Way

Worcester

WR5 1JR

Email

v.griffiths2@nhs.net

Country

United Kingdom

Region code

UKG12 - Worcestershire

Internet address(es)

Main address

<https://www.hacw.nhs.uk/>

Buyer's address

<https://www.hacw.nhs.uk/>

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Service Management System

Reference number

T.HACW.052

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of an IT Service Management System for Herefordshire & Worcestershire Health & Care NHS Trust

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG12 - Worcestershire

II.2.4) Description of the procurement

Provision of an IT Service Management System for Herefordshire & Worcestershire Health & Care NHS Trust.

This opportunity is available to view on Atamis e-tendering system.

If you are not registered on the Atamis e-tendering portal please follow this welcome link to register:

<https://health-family.force.com/S/Welcome>

Please also see the below link to the supplier user guide:
https://Services.atamis.co.uk/docs/Supplier_User_Guide.pdf
to support you in your tender submission.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Initial term 60 months with 5 x 12 months optional extension period.

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

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

as stated in the tender documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: No

IV.2) Administrative information

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

Date

9 February 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: 1 May 2024

IV.2.7) Conditions for opening of tenders

Date

9 February 2024

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

1. Log in to the Supplier portal of <https://health-family.force.com/s/welcome>
2. Locate the opportunity using "finding opportunities" searching for contract reference C233407.
3. Click on the project title and "Register Interest".
4. You will then be able to access the tender details via the "My Proposals & Quotes" page.

VI.4) Procedures for review

VI.4.1) Review body

NHS England Midlands

County Hall, Glenfield, Leicester

Glenfield, Leicester

LE3 8RA

Country

United Kingdom