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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): ocids-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](mailto: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

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## **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](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

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## **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

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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: 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

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## **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